

<p style="text-align: center;">Rainy River District Social Services Administration Board</p>	<p style="text-align: center;">Policy Area</p> <p style="text-align: center;">CHILD CARE Fee Subsidy</p>
<p style="text-align: center;">INTERNAL REVIEW & APPEAL PROCESS</p>	<p style="text-align: center;">Policy Number</p> <p style="text-align: center;">CC-6.24</p>

Preamble

Decisions relating to the Ministry of Children & Youth Services (MCYS) *Ontario Child Care Service Management (OCCSM) Guidelines*, the *Day Nurseries Act and Regulations* and/or decisions of the Rainy River District Social Services Administration Board (RRDSSAB) relating to the determination of available income, are subject to an internal review and appeal process.

Policy

The RRDSSAB develops an internal appeal process for applicants/parents who disagree with a decision made regarding their eligibility for Child Care fee subsidy.

Procedure

1. Clients will be notified by letter referenced as a *Notice of Decision* of any decisions that would affect their eligibility for child care fee subsidy, and be provided with information regarding the internal review and appeal process.
2. The client may submit a request for an internal review, in writing, to the Children's Services Manager or designate, within ten business days of receipt of the *Notice of Decision*, should he/she disagree with the outcome of the income test and/or Child Care fee subsidy termination.

Should the request for internal review be received after ten business days, the request will be filed in the client's file and no review conducted. The Children's Services Manager or designate will notify the client in writing that his/her request for an internal review has been denied, as the time frame for submission has expired.

The RRDSSAB allows five business days for a client to “receive” the *Notice of Decision*.

3. A two to three member Committee, comprised of the Children’s Services Manager or designate and one to two other designated staff members, will meet to review the documentation included in the fee subsidy file to determine if the appeal is warranted. The client will be contacted, should further information be required.
4. The decision of the Internal Review Committee, including the reasons for the decision made, will be documented in writing on the *Internal Review Form*, which becomes part of the client’s fee subsidy file. A copy of the form is retained by the Children’s Services Manager for tracking purposes.
5. The client will be notified of the results by mail within ten business days.
6. If not satisfied with the decision, the client may forward the complaint to the Chief Administrative Officer (CAO) who reviews the matter and renders a written decision within ten business days of receiving the appeal.
7. In the event that the CAO’s decision is not acceptable to the client, he/she may appeal to the Child Care Committee of the Board who will review the matter and render a final decision within 30 business days. The decision of the Committee is final.
8. As part of their orientation, new staff members are trained in the internal review and appeal process.

ADOPTION & REVIEW GUIDELINES		
<i>Approved by Res. #118/01 on November 15, 2001</i>		
<i>Reviewed/Revised by Administrative Approval: 08 April, 2004</i>		
<i>Administrative Approval: 30 Dec, 2010</i>	<i>Signature of D. Dittaro, CAO: Donna Dittaro</i>	
<i>Approximate date of next review: February, 2015</i>		
REFERENCES:	POLICY AREA	POLICY NAME AND NUMBER