

Applicant Appeal Procedure

When an applicant does not agree with the action that has been taken by the CCDF Childcare Voucher Specialist such as termination, denial of service or reduction in services, the CCDF program will address the issue informally. If the adverse action can not be resolved informally, the following three-step appeal process must be followed:

Step 1

Within **ten (10) calendar days** of receipt of the adverse action letter or subsidy expiration date, the Applicant or Co-Applicant must send written request of appeal to the Firefly Children & Family Alliance Intake Supervisor. Please note that it may take **ten (10) calendar days** for us to review the request and send a written response to you. Send requests to the following:

**Intake Agent Supervisor
3801 N. Temple Avenue
Indianapolis, IN 46205**

Step 2

If the Applicant or Co-Applicant is not satisfied with the decision of the Firefly Children & Family Alliance Intake Supervisor, the applicant or co-applicant must send written request for appeal to the CCDF Operations Manager within **fifteen (15) calendar days** of receipt of the denial letter from the Intake Supervisor. The CCDF Operations Manager has **fifteen (15) calendar days** to review the request and respond in writing. Send requests to the following:

Office of Early Childhood and Out of School Learning
ATTN: CCDF Operations Manager - CCDF Appeals
402 West Washington Street, W-362, MS-02
Indianapolis, Indiana 46204-2739

Step 3

If the Applicant or Co-Applicant is not satisfied with the decision of the CCDF Operations Manager, they have **fifteen (15) calendar days** from receipt of the letter from the CCDF Operations Manager to submit a final written request for appeal to the:

Office of Early Childhood and Out of School Learning
ATTN: Director – CCDF Appeals
402 West Washington Street, W-362, MS-02
Indianapolis, Indiana 46204-2739

You will receive a written response from the Division Director **within fifteen (15) calendar days.**

- * The decision of the Director is final.
- * All requests for appeals and responses **must be in writing.**
- * If the applicant or co-applicant misses the timeline, the right to appeal is forfeited. All appeals sent by applicant or co-applicant will be counted as sent on the date as postmarked. All dates on responses by the state will be counted as sent on the date of postmark.