



Applicant Appeal Procedure

When an applicant does not agree with the action that has been taken by the CCDF Childcare Voucher Specialist such as denial, termination or increased co-pay, 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 calendar days** of receipt of the adverse action or subsidy expiration date, the Applicant or Co-Applicant must send written request of appeal to the Children's Bureau Intake Supervisor. Please note that it may take **ten 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 Children's Bureau Intake Supervisor, the applicant or co-applicant must send written request for appeal to the Child Care Administrator of the Bureau of Child Care within **15 calendar days** of receipt of the denial letter from the CCDF Intake Supervisor. The Child Care Administrator has **15 calendar days** to review the request and respond in writing. Send requests to the following:

Indiana Family and Social Service Administration
ATTN: CCDF Policy Manager- CCDF Appeal
402 West Washington Street, W-361, MS-02
Indianapolis, Indiana 46204-2739

Step 3

If the Applicant or Co-Applicant is not satisfied with the decision of the Child Care Administrator, they have **15 calendar days** from receipt of the letter from the Child Care Administrator to submit a **final written** request for appeal to the:

Indiana Family and Social Service Administration
ATTN: Director of Office of Early Childhood and Out of School learning – CCDF Appeal
402 West Washington Street, W-361, MS-02
Indianapolis, Indiana 46204-2739

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

- * The decision of the Director of the Division of Family and Children 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.