



## 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 Supervisor  
520 Tracy Rd, Ste. 160  
New Whiteland, IN 46184**

### 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 CCDF Policy Manager within **15 calendar days** of receipt of the denial letter from the CCDF Intake Supervisor. The CCDF Policy Manager 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 Appeals  
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 CCDF Policy Manager, they have **15 calendar days** from receipt of the letter from the CCDF Policy Manager 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, IN 46204-2739

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

- \* The decision of the Director of the Office of Early Childhood and Out of School Learning 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.