



Independent Living Services of Simcoe County & Area

POLICIES AND PROCEDURES - OPERATIONS MANUAL

CATEGORY: Support Care Services Program Administration

*** Intake & Admissions – Appeal Process for Applicants Procedure**

Applicants have the right to submit an appeal letter to Independent Living Services (ILS) if the Agency declines their application for Attendant Care Services.

Within 60 days after a written appeal is submitted to the Agency, the Agency shall review the appeal and respond to the applicant who has applied for service. Appeals will only be accepted by the applicant applying for services.

The Agency leaves it up to the applicant to take their complaint from one step to the next.

If the applicant wants to appeal, they must follow these steps:

Step 1

- The applicant must write a letter of appeal within 30 days to the Program Manager stating the reasons they feel ILS should accept their request for services.
- The Manager will respond to the applicant in writing of their decision and provide a copy of the appeal letter to the Executive Director.

Step 2

- If the applicant is not satisfied with the Manager's decision, they may appeal the decision to the Executive Director of the Agency. The appeal must be in writing and addressed to the Executive Director.

Step 3

- The applicant who has made the appeal to the Executive Director may appeal the Executive Director's final decision to the HSARB once the applicant has received a copy of the

decision from the Executive Director.

Health Services and Appeal Review Board
9th Floor, 151 Bloor Street West
Toronto, Ontario
M5S 2T5

General Inquiry (416) 327-8512 or (416) 327-8524

Approved: January 2002
Revised: *
Reviewed: Annually - December
Related Documents: