

	<b>CLIENT TRAVEL POLICY GUIDELINES</b>	Page 1 of 1
	<b>Appeals</b>	
		Guideline No: 3

## 1. Introduction

- (a) A Client or Guardian has the right to appeal the denial of a Client Travel benefit under the Family Services Client Travel Policy. There is only one level of appeal available. Appeals must be submitted in writing by the Client or Guardian on the Appeal Request Form (Appendix C) to the territorial Director Child and Family Services.
- (b) Second Client Escort decisions are not subject to appeal

## 2. Appeal Process

- (a) Appeal Request Forms can be obtained from any Family Services Office, from Appendix C in the Family Services Client Travel Policy, or from the DFS website.
- (b) The territorial Director Child and Family Services, or designate, will review the appeal, make a decision, and advise the Client within 10 business days.
- (c) The decision is binding and there are no further levels of appeal.

## 3. Client Responsibility

- (a) The Client or Guardian ensures the Appeal Form is completed fully and accurately, and that it includes the following information:
  - (i) The reason/condition for which the Client Travel benefit was requested;
  - (ii) The reason a Client Escort was requested, if applicable;
  - (iii) The name of the Client's community;
  - (iv) The name(s) of the CSSW and Director who were involved in making the decision regarding Client Travel; and
  - (v) The Client's Nunavut health care card number.
- (b) The Client has 60 days from the receipt of a denial decision to submit a completed Appeal Request Form.
- (c) Once the Client has completed the Appeal Request Form, it should be sent, either by fax or by e-mail, to the territorial Director Child and Family Services.