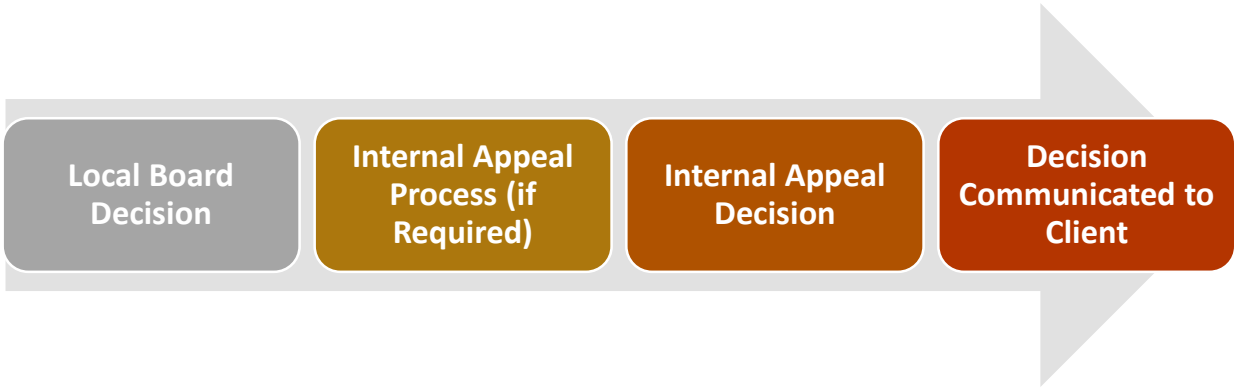
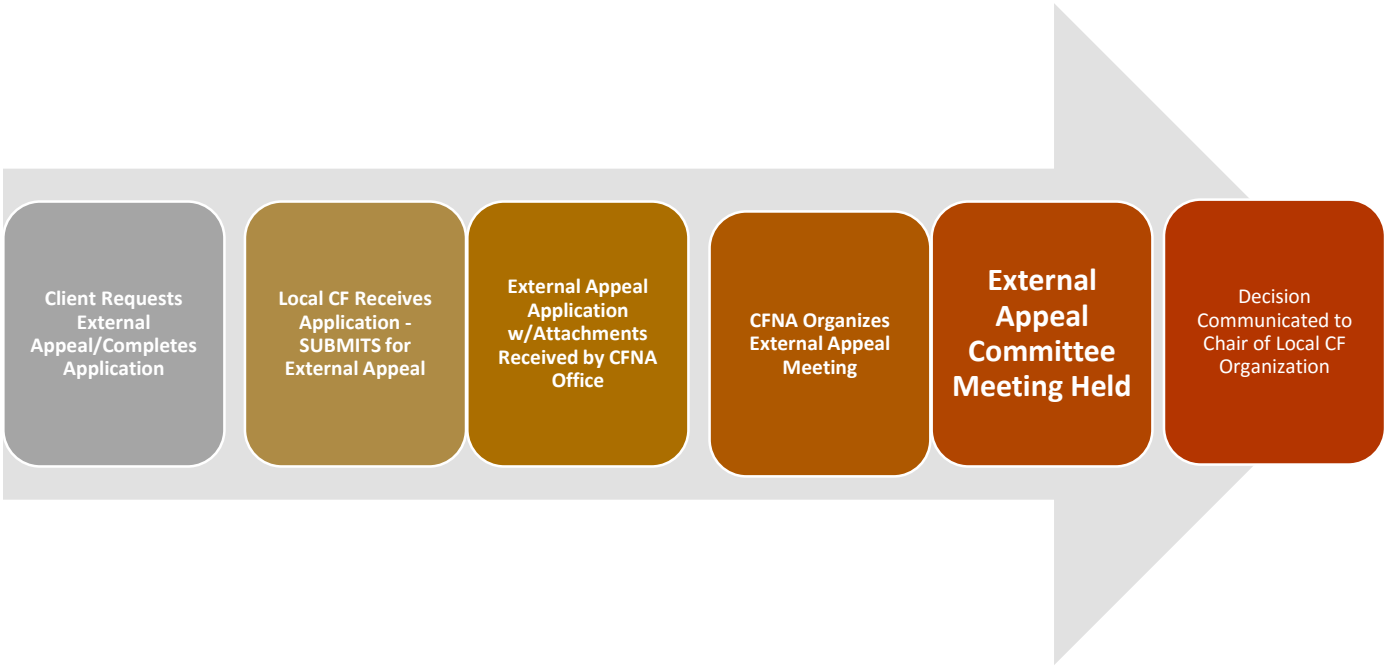
ALBERTA COMMUNITY FUTURES

SUMMARY OF APPEAL PROCESS

Internal Process



External Process



PROCESS SUMMARY

i) Client may request External Appeal (*Internal Appeal process MUST be completed and decision communicated*) before request for External Appeal can be considered.

ii) Client may then request an External Appeal Process by completing Application for External Appeal (see attached). Application for External Appeal must be completed within 10 business days from the date of the Internal Review decision being communicated by the local CF to the client.

iii) The Application for External Appeal is received by the Chair of the local CF and then sent to the CFNA office within 2 business days of being received.

iv) Within 2 business days of having received a copy of the client's Application for External Appeal, the CFNA will complete all arrangements for a Regional Appeal Committee meeting to be held

v) In preparation for the Regional Appeal Committee meeting, the CFNA office will work with the local CF in order to gather all information required by the Regional Appeal Committee (see attached Checklist).

vi) The Meeting of the Regional Appeal Committee is held (within 15 business days of the date the client's Application for External Appeal is received by the Chair of the local CF organization). The CFNA will record the recommendation(s) provided by the Regional Appeal Committee during the Regional Appeal Committee meeting.

vii) At the direction of and on behalf of the Regional External Appeal Committee, the CFNA will prepare a written communication for prompt submission to the attention of the local CF organization's Board Chair. This communication will summarized the Committee's recommendations regarding:

- The local CF organization's original decision as well as the local CF internal appeal decision; and
- The CF's decision making process.

viii) The Chair of the local CF organization receiving the Application for External Appeal will prepare and send a letter to the Applicant. Sample letters that may be used when the CF Board Chair is communicating the decision of the External Appeal Committee decision are as follows:

- Template – CF to Appeal Applicant – Internal Appeal Decision
- Template – CF to External Appeal Applicant – Concurrence with CF Decision
- Template – CF to External Appeal Applicant – Concurrence with External Appeal Committee – Reversal

- Template – CF External Appeal Applicant – Non-Concurrence with External Appeal Decision – No Change of Earlier Decision

ix) On behalf of the Regional Appeal Committee, CFNA will request and receive a signed copy of the local CF organization's letter to the Applicant;

x) Close the file; and

xi) Maintain confidential records for future reporting to WD regarding:
- # claims received by each Regional Appeal Committee
- External Appeal Committee decision.

REGIONAL EXTERNAL APPEAL COMMITTEES

Minimum Appeal Information CHECKLIST

The following is the CHECKLIST for minimum information required to support the requested External Appeal.

	Information Required	Received
1	Copy of the Loan Summary Report	
2	Copy of the Letter of Decline (including rationale for decision)	
3	Copy of Client Rebuttal of the Decision & Request for Internal Appeal	
4	Copy of the revised Loan Summary Report (highlighting additional information supplied by the client as part of the internal appeal)	
5	Copy of Letter of Decline – Internal Appeal (including rationale for decision)	
6	Copy of Application for External Appeal	
7	Copies of all information supplied by the client to the CF (as summarized in the CF summary loan report to be part of the Application for External Appeal)	