

NOTICE OF CLIENT'S RIGHTS

If you are not satisfied with the action of the Child Care Management Agency because your application was denied, your application was not acted on within 30 days, or your child care services were reduced or terminated, you may take the following steps:

(1) Ask for an administrative review with the Child Care Management Agency.

Or

(2) Ask for a formal hearing. The request must be made in writing by you or your legal representative, must clearly state the reason for your complaint, and must be signed and dated by you. You may send your request to the Child Care Management Agency, who will forward it to the Department of Human Resources Administrative Hearing Office.

Who may ask for a hearing?

You or someone legally appointed to represent you may request a hearing.

How much time do you have to request a formal hearing?

Your written request must be made to the Child Care Management Agency within 60 days of the alleged offense(s). Be sure to include your current address.

What are the hearing procedures?

The State Department of Human Resources will send information about hearings to the person requesting the hearing. A representative of the State Department of Human Resources will conduct and preside over the hearing.

How do you withdraw a hearing request?

You may voluntarily withdraw the hearing request at any time prior to the resolution of the complaint by the Administrative Hearing Officer. The withdrawal must be in writing, must be signed and dated by you and must clearly indicate the reason(s) for your decision. You may send your withdrawal to the Child Care Management Agency, who will immediately forward it to the Administrative Hearing Officer.

Nondiscrimination...

All child care programs managed by the Child Care Management Agency are administered in accordance with the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and all other federal and state civil rights laws.