

Appendix N - Appeals Process

Regardless of the recommendation reached at the conclusion of the Assessment Visit, the Credential Endorser must deliver this document to the Candidate.

The Credentialing Process provides Candidates the right to appeal the decision reached at the Assessment Visit. The purpose of the appeals process is to ensure that the standard and correct *process* was applied to the Candidate's Credential process.

It should be noted, however, that the appeals process has NOT been designed to provide a second judgment regarding the Candidate's *competence*. Before submitting an appeal, Candidates should clearly understand that the appeal looks only at *how* the Credential process was conducted, not at whether the Candidate is competent or not.

Appeals will be upheld if adequate documentation is submitted to support that specific policies and procedures were violated during the Assessment Visit or other portions of the Credential process.

Appeals may be initiated by the candidate only

The appeal must be submitted in writing and must be received within 30 days from the date of the notification letter sent by New York State Network for Youth Success to the Candidate. The written appeal must contain a clear statement of the procedural or policy violation(s) upon which the appeal is based, along with a factual account of the circumstances involved. This means that only specific, documented facts should be stated.

Appeals must be sent to:

New York State Network for Youth Success
415 River Street, 2nd Floor, Troy, NY 12180
Phone: 518.694.0660

Appeals will be considered by The Network

The Agency will conduct an in-depth investigation of the appeal. It will involve fact-finding activities such as review of Assessment Visit materials, review of written statements from the Candidate and School-Age Care Credential Endorser, and telephone interviews with the Candidate's Advisor whenever necessary. The Agency will then consider all pertinent information and make a decision regarding the appeal. Once a decision is made, the Candidate will be officially notified in writing.

If The Network upholds the appeal, this action will not be equivalent to a judgment of competence. A Credential will not automatically be awarded. An appeal upheld means that a second Endorser will review the documents and recordings at no additional cost.

If The Network does not uphold the appeal, the Candidate may reapply by submitting a new *Assessment Visit Request* and proceeding through all steps of the process and fulfilling all New York State School-Age Care Credential Process requirements. A new Endorser will be assigned. The School-Age Care Credential Endorser will observe and conduct the Assessment Interview the Candidate. **All fees must be paid again.**