

APPEALS PROCESS

Individuals have the right to appeal to the Simcoe County Association for the Physically Disabled (S.C.A.P.D.) if the Association declines your application for some or all of the services applied for.

The Association must make a decision about the appeal within 60 days. If the individual is still unhappy about the decision, they can appeal to the Health Services Appeal and Review Board (HSARB).

If the individual wants to appeal, they should follow these 3 steps:

Step 1

- Contact the Manager of Support Services at S.C.A.P.D. and ask the reasons for the decision.

Step 2

- Write a letter of appeal to the Executive Director at S.C.A.P.D.

Step 3

- Contact the HSARB
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

The Association leaves it up to the individual to take their complaint from one step to the next.