



CFEF Parent Appeals Policy

Purpose

Children First Education Fund (CFEF) provides a consistent, accessible process for parents to request review of a CFEF decision. Each appeal will receive an independent review and a written response explaining the decision.

A parent's good faith appeal, questions, criticism, or advocacy will not adversely affect a student's scholarship eligibility or participation in the CSOS program.

1. How to Submit an Appeal

Parents may submit an appeal through the online appeal form:
<https://forms.gle/W72bUbAqpWfb6oqJ8>.

To help CFEF review the request, please include:

- The decision you are asking CFEF to review.
- Why do you believe the decision should be changed?
- Relevant documents, correspondence, or written preapproval.
- The outcome you are requesting.

Instructions for submitting an appeal will also be available in the Scholarship Fund Use Guide.

2. Acknowledgment and Preparation

CFEF will acknowledge your appeal within **one business day** of submission. The acknowledgment will identify the next scheduled weekly appeal review and explain when you can expect an update.

The **Staff Appeals Coordinator** will gather the original decision, applicable policy or Fund Use Guide provision, relevant correspondence, and supporting records. The coordinator will also confirm who made the original decision so that person does not review their own decision.

If additional information is needed, the Staff Appeals Coordinator will explain what to provide and when you can expect the next update.

3. First Appeal Review

Your first appeal will be reviewed at a weekly meeting by **two members of the Appeals Review Committee**. Neither reviewer will be the person who made the original decision.

The committee will consider:

- The information and supporting documents you provide.
- The original decision and its stated basis.
- The policy in effect at the relevant time.
- Any valid written preapproval or earlier written guidance from CFEF.

The committee may request missing information before reaching a decision.

You will receive an email explaining the decision, the material facts and applicable rule, any action CFEF will take, and how to request a second appeal.

CFEF's target is to send this response within **three business days after the weekly review**. If additional time is needed, you will receive an update with a revised target date.

4. Second Appeal to the Executive Director

If you disagree with the first appeal decision, you may request a second appeal by replying to the **Staff Appeals Coordinator's email** or submitting a second appeal through the online appeal form.

You may provide additional information or explain why you believe the first appeal decision should be changed.

The Staff Appeals Coordinator will acknowledge your second appeal within **one business day**, provide a target reply date, and forward the complete case record to the **Executive Director**.

The Executive Director will conduct the second appeal review within **three business days after being notified** and provide a written response explaining the decision and reasons.

5. Board Involvement

The Executive Director may involve the board chair when an appeal raises a material policy question, requires statutory interpretation, involves possible involuntary removal, or could establish a significant precedent.

If a formal board decision is needed, the Executive Director will refer the matter through the appropriate board process. Consultation with the board chair does not constitute board approval.

If board referral changes the expected reply date, the Executive Director will provide an update.

6. Safeguards for Possible Involuntary Removal

An appeal involving possible involuntary removal will also follow CFEF's applicable removal safeguards.

Before a final removal decision, the Executive Director will provide:

- Written notice of the grounds and supporting information.
- A reasonable opportunity for the family to respond.
- A written final determination.

These safeguards are subject to any urgent action required by law. The Executive Director will involve the board chair as appropriate.

7. Privacy and Accountability

CFEF will maintain an appeal record to track submissions, reviews, decisions, communications, and any further appeal or board involvement. Access will be limited to staff who need the information to administer the process.

CFEF will regularly review response times, recurring concerns, and appeal outcomes to improve consistency and clarify guidance. Reports to the board will avoid disclosing unnecessary student or family information.