



Childcare Offer for Wales **Appeals process**

The Childcare Offer for Wales is a Welsh Government initiative for working parents of 3 and 4 year olds. It offers up to 30 hours per week of combined Foundation Phase Nursery education and additional funded childcare for up to 48 weeks per year (39 weeks term time and up to 9 weeks school holiday provision).

Parents need to meet residency and working criteria in order to be eligible for the Childcare Offer. We receive some applications that do not meet this criteria and therefore must be rejected.

If you reside in Rhondda Cynon Taf, Bridgend or Merthyr County Borough Councils, and feel that your application has been rejected incorrectly, please follow the process below if you would like the decision to be reconsidered.

If you disagree with the outcome of your application

If you are not satisfied with our decision about your Childcare Offer for Wales application, you can ask for your application to be reviewed. You can request this review to:

- Ask for your Childcare Offer application to be looked at again
- Tell us why you consider the decision we have made is wrong
- Give any evidence to support the reason for your challenge

Please note: Requests for reviews and/or formal appeals can only be submitted by the main applicant of the original application.

You should make the request, in writing (via post or email), no later than 10 working days after the date of the original decision letter/email. The review will be undertaken by a senior member of staff within RCTCBC Education and Inclusion Services. The review will take place within 10 working days from receiving your request.

If your review is successful

If the original decision is overturned, the Childcare Offer team will amend your application and send you confirmation of your eligibility. **Please note**, funding will only commence from the date we confirm your eligibility at the end of the review stage.

If your review is not successful

If the original decision is upheld, the reasons for this will be communicated to you and the outcome of your original application will not change.

If you disagree with the outcome of the review

If you still believe our decision to be incorrect, you can request a formal appeal. You can request this formal appeal to:

- Tell us why you consider the review decision is wrong

- Give any evidence to support the reason for your challenge

Please note: Requests for reviews and/or formal appeals can only be submitted by the main applicant of the original application.

You must request a formal appeal in writing (via post or email), no later than 10 working days after the date of the review decision. The formal appeal will be undertaken by a panel of RCTCBC Council officers, representatives from Merthyr and/or Bridgend CBC's and Cwlwm (the overarching group, with representatives from childcare umbrella organisations in Wales). The formal appeal will take place within 10 working days from receiving your request.

If your formal appeal is successful

If, at this formal appeal, the original decision is overturned, the Childcare Offer team will amend your application and send you confirmation of your eligibility. **Please note**, funding will only commence from the date we confirm your eligibility at the end of the formal appeal stage.

If your formal appeal is not successful

If the original decision is upheld, the reason for this will be communicated to you and the outcome of your original application will not change. No further appeals will be possible.

If your circumstances change in the future, and you believe you are then eligible for the Childcare Offer for Wales, you should submit a completely new application via the online application process.

A summary of the process is below:

Action	Timescales
Request to review original application.	Within 10 working days of the date of the original decision letter/email. You must make this request in writing (via post or email).
Review by senior member of RCTCBC Education & Inclusion Services.	Within 10 working days of the written request from you.
If original decision is upheld, you can request a formal appeal.	Within 10 working days of the date of the review. You must make this request in writing (via post or email).
Appeals panel with representatives from other Council departments, Merthyr/Bridgend CBC's and Cwlwm.	Within 10 working days of the written request from you.

Communication should be sent to:

Email: childcareofferparents@rctcbc.gov.uk

Postal: Childcare Offer team, Ty Trevithick, Abercynon, RCT, CF45 4UQ

Telephone: 03000 628628