

APPEAL PROCESS FOR DENIAL OF EDUCATIONAL EXPENSE

GENERAL

The scholarship organization is required by law to make an appeal process available for the denial of an educational expense. CSF utilizes both an internal review process and an external appeal process in the event that a parent is not satisfied with CSF's initial decision. Parents are free to choose one or both options but most parents start with the internal review.

*Please note - If an order is placed on "incomplete status", CSF will request more information in order to document the educational expense. Incomplete does not mean that your order has been rejected.

INTERNAL APPEAL PROCESS

Step 1 - Internal Appeal Process

If you believe that your expense is EFA allowable and you would like to use the internal appeal process, please email the compliance team at nhapprovals@scholarshipfund.org. Please enter subject line "EFA Internal Order Appeal Order #XXXX". Please include your order number and any supporting documentation which you believe will justify and document the expense as an EFA allowable educational expense for the student. A member of the compliance team will contact you if they have any questions.

EXTERNAL APPEAL PROCESS

Step 2 - External Appeal Process

If you have completed the Internal Appeal Process and your expense has been found to be ineligible, you may appeal to the Parent and Education Service Provider Advisory Commission. The parent or guardian must file a written request for appeal to the Parent and Education Service Provider Advisory Commission. The request for appeal must be mailed to the scholarship organization's Director of Policy and Compliance within thirty calendar days of the rejection of the educational expense. The appeal should contain a letter describing why the appeal is warranted and documentation to support the request as an EFA allowable expense. The scholarship organization may contact you if it has additional questions or seeks additional documentation. You will be notified in writing of the Commission's decision.

Please send appeal requests and supporting documentation to the following:

Children's Scholarship Fund
NH Director of Policy and Compliance
180 Loudon Road
Concord, NH 03301

All appeals will be deemed as sent on the date of postmark. All dates on responses will be deemed as sent on the date of postmark.

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