

## REQUEST FOR PROGRAM REVIEW OF SURVEY FINDINGS

### I. POLICY

Each applicant or licensee who has a question about a finding of noncompliance documented on the Notice of Survey Findings form may request an explanation of the finding from the DCF surveyor. If the explanation is not satisfactory, the applicant or licensee may contact the surveyor's Regional Supervisor and discuss any concerns regarding the findings. If the explanation or discussion still does not resolve the matter and the applicant or licensee still believes the finding to be in error, a written request for a formal Program Review may be submitted to the Division Director.

### II. PROCEDURE FOR REQUESTING A PROGRAM REVIEW OF FINDINGS

Each applicant or licensee requesting a review and reconsideration of findings shall submit a request in writing to the Director of the Foster Care and Residential Facility Licensing Division. The request shall be submitted within 15 calendar days of the date on the Notice of Survey Findings and shall include the following:

1. The name, address, phone number, license number, and, if available, email address of the applicant or licensee;
  2. Identification of the finding or findings that are in question, including the date of the Notice of Survey Findings;
  3. An explanation of why the applicant or licensee believes the finding or findings are in error and should be corrected;
  4. Any additional documentation that would assist the Director in the review.
- The review process may include contacting the Deputy Director, the Regional Supervisor and the surveyor.
  - The Director or designee may contact the applicant or licensee or other parties to obtain additional information in order to make a final determination.
  - Each review will be completed within 30 days of receipt of the request, unless circumstances exist that would necessitate additional time to complete the review.
  - The applicant or licensee will receive the results of the review in writing from the Division Director.

**Any request for a review under this policy does not stay or delay the issuance of any administrative order and is separate and distinct from the process for appealing an administrative order. The Division may decline a request for a review if the finding is included in an administrative order subject to appeal.**