THE DISTRICT MUNICIPALITY OF MUSKOKA

Policy Name: CWELCC Dispute Resolution

Policy Number: CC-008-2025

Administrative Approval Date: January 1, 2026

Council Approval Date: NA

Most Recent Amendment Date: NA

Effective Date: January 1, 2026

By-law reference: NA

Supersedes: NA

1. Policy:

1.1 Licensed child care operators enrolled in CWELCC have the right to have a review of their CWELCC application and/or funding decisions if they so request one.

1.2 CMSM's must have a dispute resolution process for licensed child care operators to appeal to before bringing forward issues regarding CWELCC eligibility and funding decisions to the Ministry of Education.

2. Purpose:

2.1 The purpose of this policy is to outline the process in which licensed child care operators can bring forward issues regarding their CWELCC eligibility and funding decisions.

3. Application:

3.1 This policy is applicable to any licensed operator enrolled in the CWELCC program.

4. Definitions:

a) "CWELCC": Canada-Wide Early Learning and Child Care System.

b) "Licensee": The operator of a home child care agency or child care centre that holds a license issued under the Child Care and Early Years Act.

c) "CMSM": Consolidated Municipal System Manager, The District Municipality of Muskoka.

5. Administration:

5.1 Types of Disputes

i. Licensees may appeal the following situations:

- Declined applications;
- Funding agreement termination; or
- Funding calculations.

5.2 Review Process

i. Licensees who wish to have their CWELCC eligibility and/or funding reviewed will submit their request in writing, within ten (10) days of an eligibility and/or funding decision.

ii. The written requests are to be submitted, along with any relevant documentation, to the Manager, Early Learning and Child Care.

iii. Children's Services and other relevant Management will review each request to ensure decisions are made in accordance with provincial legislation and guidelines.

iv. Licensees will receive a decision from the Manager, Early Learning and Child Care, in writing, within fifteen (15) days of the completed request being submitted for review.

5.3 Appeal Process

i. Licensees who disagree with the results of the review may request an appeal within five (5) days upon the receipt of the review decision.

ii. An appeal request must be submitted in writing, to the Director, Human Services – Early Learning and Child Care, indicating why the review requires an appeal. Additional documentation may be required.

iii. Licensees will receive a decision from the Director, Human Services – Early Learning and Child Care, in writing, within fifteen (15) days of the completed appeal request being submitted.

Reference:

Chapter 2, Division 2: CWELCC Cost-Based Funding Guideline

Standardized Financial Report and Cost Reviews Requirements