



County of Wellington

## Children's Early Years Division

UPDATED FEBRUARY 2026

# Wellington Canada-Wide Early Learning and Child Care (CWELCC) Dispute Resolution Policy

## Background and Purpose

The purpose of this policy is to provide all Child Care Operators and applicants to the Canada-Wide Early Learning and Child Care (CWELCC) System with a local dispute resolution process which allows them to bring forward issues regarding CWELCC eligibility and funding decisions.

## Policy Statement

Child Care Operators and applicants have the right to have a review of their CWELCC application and/or funding decisions if they so request one. Wellington's dispute resolution process is found within this policy.

## Review Process

### Internal Review

Child Care Operators or applicants who would like a decision related to their eligibility for CWELCC reviewed, may submit a request to the Children's Early Years Clerk ([CEYD@wellington.ca](mailto:CEYD@wellington.ca)) within five (5) business days from an eligibility decision indicating that they are requesting a review of the decision. The Children's Early Years Division will provide a Request for Review of Decision Form to be completed.

Children's Early Years Division management will review all funding dispute submissions alongside relevant Wellington policies and provincial legislation and guidelines to ensure that all decisions made are in accordance with the requirements.

Child Care Operators or applicants will receive a decision from Children's Early Years Division management of their internal review in writing within ten (10) business days of receipt of all applicable documentation required to complete the internal review.

## Appeal

If a Child Care Operator or applicant disagrees with the results of the internal review, a request for an appeal can be made within five (5) business days upon receipt of the internal review decision. A request in writing indicating why the internal review requires an appeal along with the internal review decision document and any supporting material must be submitted to the attention of the Director of Children's Early Years by email to [CEYD@wellington.ca](mailto:CEYD@wellington.ca). Additional documentation may be required.

The Director of Children's Early Years will review all appeal submissions to ensure all related Wellington policies adhere to and are in line with relevant provincial policy and direction.

Child Care Operators or applicants will receive a decision from the Director of Children's Early Years of their appeal in writing within ten (10) business days of receipt of all applicable documentation required to complete the appeal.

## Supporting Information

- [Children's Early Years Division Canada-Wide Early Learning and Child Care](#)