

River City Cab/Wheels of Independence, Inc. Appeals Process

“You Have the Right to Appeal”

Existing WHEELS OF INDEPENDENCE, INC. and River City Cab Customers and Applicants have the right to an administrative appeal if they do not agree with an eligibility determination or a decision to suspend service for No Shows/Late Cancellations or Disruptive Conduct. You may appeal in writing or in person and you may be represented by an attorney or advocate. **You must submit the written Notice of Appeal form on the back of this page if you wish to file an appeal.**

Written Notices of Appeal must be submitted unless a person is unable to write. Individuals unable to write may contact WHEELS OF INDEPENDENCE, INC. at 715-423-7818 immediately upon receipt of their eligibility determination letter or suspension notice. All appeals are heard by an independent Officer(s) comprised of individuals who were not involved in the initial eligibility determination or decision to suspend service. Appeals for service suspensions due to no show violations or disruptive conduct may be heard by WHEELS OF INDEPENDENCE, INC. management not involved in the suspension process. The decision of the independent Officer is final.

If you have any questions related to your right to appeal, please contact WHEELS OF INDEPENDENCE, INC. at 715-423-7818.

No Show/Cancellation Appeals:

1. If you are appealing a service suspension for violation of RIVER CITY CAB/WHEELS OF INDEPENDENCE, INC.'s No Show/Late Cancellation Policy, service will be provided until an appeal hearing is concluded and a decision rendered.

Disruptive Conduct Appeals:

2. If you are appealing a service suspension for violent, seriously disruptive or illegal behavior, service will **NOT** be provided during the appeal process.

NOTICE OF APPEAL

If you wish to appeal your service suspension, please complete this form and return it as soon as possible.

- All appeals must be returned within **21** days of your notification of suspension.

Name:		ID #:	
Address:		Phone #:	

Please check one of the following:

	I wish to appeal in person. Individuals choosing to appeal in person will be contacted by WHEELS OF INDEPENDENCE, INC. to schedule the appeal hearing. (hearings may be conducted by teleconference at WHEELS OF INDEPENDENCE, INC.'s discretion.)
	I will be represented by an attorney or advocate during my hearing.
	I wish to appeal in writing. I understand the final decision on my appeal will be based solely on written materials in possession of WHEELS OF INDEPENDENCE, INC. and those I am submitting with this form. (If you choose to appeal in writing, you must state specifically why you disagree with the suspension. You should provide supporting documentation.)

Tell us why you are appealing: (attach additional pages and documentation, if needed)

Signature/Date: (This form will be returned if unsigned)

Name: _____ **Date:** _____

Signature: _____

Return this form and include any supporting documentation to:

WHEELS OF INDEPENDENCE, INC. -Appeals
2660 8th Street South, Suite 102
Wisconsin Rapids, WI 54494
715-423-7818
Fax: (715) 423-6953