



Merative™ Social Program Management

Appeals

Clients are responsible for ensuring their own compliance with various laws and regulations, including the European Union General Data Protection Regulation. Clients are solely responsible for obtaining advice of competent legal counsel as to the identification and interpretation of any relevant laws and regulations that may affect the clients' business and any actions the clients may need to take to comply with such laws and regulations. The products, services, and other capabilities described herein are not suitable for all client situations and may have restricted availability. Merative™ does not provide legal, accounting or auditing advice or represent or warrant that its services or products will ensure that clients are in compliance with any law or regulation.

This document is intended to provide guidance to help you in your preparations for GDPR readiness. It provides information about features of this offering, and aspects of the product's capabilities, that may help your organisation with GDPR requirements. This information is not an exhaustive list, due to the many ways that clients can choose and configure features, and the large variety of ways that the product can be used in itself and with third-party applications and systems.

The GDPR and appeals

Article 22(1) of the GDPR states that data subjects have the right to not be subject to a decision based **solely** on automated processing.

However, Article 22(2) outlines the conditions in which automated processing is permissible:

- It is necessary for entering into, or performance of, a contract between the data subject and a data controller.
- It is authorised by Union or Member State law to which the controller is subject, and which also lays down suitable measures to safeguard the data subject's rights and freedoms and legitimate interests.
- It is based on the data subject's explicit consent.

Article 13(2)f and 14(2)g state that the data subject should be informed about the existence of automated decision making.

Social Program Management (SPM) and appeals

The SPM Appeals module provides the ability for users to appeal decisions that are made on their cases and applications. An appeal is a request, by one or more parties who are dissatisfied, to have a decision overturned.

SPM Appeals allows customers to monitor and manage appeals and legal actions related to client cases, which can be configured as needed.

When an application case, product delivery case, issue case or eligibility determination is appealed, an appeal case can be created to manage the appeal. This starts a chain of events that includes collating statements, scheduling hearings, deciding whether to overturn the case or issue decision, and implementing the appeal decision accordingly.

For more information, refer to the “Appeals” guide.

Online appeals requests

SPM’s Universal Access application module provides a fully configurable online client-facing application that positions agencies to offer a web self-service solution to their clients. Clients can create a citizen account to gain access to a range of relevant information and can track and manage their interactions with the agency.

In addition to the traditional hardcopy methods of requesting an appeal, SPM provides a feature that allows clients to submit an appeal request online through their citizen account.

A task is generated internally that instructs the appeals worker to review the appeal request and create an appeal case. A message is sent back to the client’s citizen account to notify the client of the status of the appeal request.

Appeals lifecycle

After the case is created, depending on the type of appeal case, it must be approved before a hearing can be scheduled and managed as part of the appeal. Each hearing that is scheduled for the case has its own lifecycle, which includes scheduling the hearing, inviting attendees to the hearing, and completing the hearing.

Customers can set up an appeals process for the products that they provide. The number of appeal levels and the type of appeal that can be created at each level are configurable on a product-by-product basis. This allows each product to have its own unique appeal process based on the requirements and legislation that are associated with that product.

Enabling appeals for a case type

By default, the appeals component is configured to work with the case types of application case, product delivery case, issue case, and case determination. The following development tasks should be completed to enable appeals on another case type:

1. The case should implement the *curam.appeal.impl.AppealableCaseType* interface.
2. The appealable case implementation should be bound to its case type in a Guice module.
3. Client configuration should be updated to show the appeals pages for the case type:
 - a. Appeals tabs should be added to the workspace section file.
 - b. A link to create an appeals case should be added to the case's menu file.

For more information about enabling the appeal of a case type, refer to the “Developing Appeals” guide.

Further information

For more information about Appeals, see the “Appeals” guide.

For more information about enabling the appeal of a case type, see the “Developing Appeals” guide.

For more information about Universal Access, see the “Universal Access” guide.

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