

Review and Appeals Process for HEAR Ineligible Applicants

HEAR uses a Review and Appeals process to make sure that all HEAR applicants are treated fairly and screening procedures have been applied consistently.

Key Dates for Review & Appeals:

- **23 June:** HEAR application outcomes issued.
- **23 June:** Online Review and Appeal Application Form opens.
- **2 July, 5:00 pm:** Closing date for submission of the Online Review and Appeal Application Form.
- **2 July, 5:00 pm:** Deadline for receipt of supporting documentation for Review and Appeal Applications.

This Review and Appeals process is the only way of having an ineligible outcome re-examined.

Reasons for making a HEAR Review and Appeal application

You can make a HEAR Review and Appeal application for one or more of the following reasons:

1. You believe there was an administrative error in assessment.
2. You were deemed ineligible due to the omission of, or error in your supporting documents. You now wish to submit this document(s) for consideration along with either:
 - 2.1 Proof of postage.
 - 2.2 Objective documentary evidence showing you experienced significant difficulty in gathering or submitting documentation despite having made a reasonable and timely effort to get documentation.
 - 2.3 Objective documentary evidence showing that there was a third-party error in the content of your documentation.
3. You wish to provide further information or amend existing information in relation to Criteria 2 (Medical Card), Criteria 4 (Area Profile) or Criteria 5 (DEIS School Attendance) through the online review and appeal form. This new information must be supported by objective evidence.

4. You believe that in the assessment of your application, published criteria were not applied or terms and conditions were not followed. You should provide documentary evidence to support your claim.

What will be considered

- The following information will be taken into account during the Review and Appeals process:
- The information you provided on your online application by 1 March 2026
- The supporting documents you submitted by 10 March 2026 and
- Information you provide on your online Review and Appeals application form by 5pm on 2 July 2026 and where applicable, documentation (e.g. with objective documentary evidence or proof of postage) you provide by 5pm on 2 July 2026.
- Change of circumstances cannot be considered during the Review and Appeals process.

How to make and Review and Appeal application

- If you would like to make a Review and Appeal application, complete the online Review and Appeals application form by 5pm on 2 July 2026.
- You will find the Review and Appeal application form in the 'My Application' section on www.cao.ie.
- Log in to your CAO account and click on the HEAR Review and Appeal Form button.
- A Review and Appeal application is not considered to have been received until you receive an email from CAO confirming receipt.