

6.2.1 Request for Fact Finding Review

All applicants and recipients have the right to request a Fact Finding Review. The Fact Finding Review is completed by the [W-2](#) agency's Fact Finder. It is the first level of the dispute resolution process an applicant or recipient can petition if one of the following occurs or the individual believes occurred:

- The agency did not act upon the [EA](#) application within five working days after receiving the completed application;
- The EA application was denied;
- The EA Payment amount was modified, [or](#) canceled, [or incorrectly subject to an overpayment, or](#)
- The EA Payment amount was calculated incorrectly, [or](#)
- [The agency's determination of an IPV was incorrect.](#)

An applicant or recipient who requests a Fact Finding Review should be encouraged to use the form [Request for Wisconsin Works \(W-2\) Fact Finding Review \(10783\)](#). However, the Petitioner may use other documentation containing the same information found in the form. A W-2 agency must also accept phone requests for Fact Finding Reviews and must document the phone request using the form [Request for Wisconsin Works \(W-2\) Fact Finding Review \(10783\)](#).

If an applicant or recipient requests a Fact Finding Review for a complaint not related to any of the above reasons, the W-2 agency must provide the petitioner with a completed [Fact Finding Review Denial Notice \(2686\)](#) form.