

Program Appeals Process Information Sheet



Who Can Appeal?

Parents or legal guardians of students **deemed ineligible** after completing the application process.



Grounds for Appeal

You may appeal if you believe:

- The decision was based on incorrect or incomplete information.
- The decision violates program policies or procedures.

Please note that program requirements and regulations are **not subject to appeal**. Requests to modify or waive these legal provisions will be denied.



How to Submit an Appeal

To initiate an appeal, please follow these steps:

1. Complete the Appeal

Contact the customer support team via email (help.ga@withodyssey.com) or phone (**470-470-7057**) and we will provide you with a link to complete your appeal.

2. Provide Supporting Documentation

Collect any documents, records, or statements that support your appeal. These documents may be submitted using the appeals form.

3. Submit Your Appeal

Submit the form and all documents using the link provided by the customer support team.

More information may be found in the program regulations, which are available at MyGeorgiaPromise.org.

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What Happens Next?

Your appeal will be reviewed by our appeal's review team.

You may be contacted for additional information or clarification.

You will receive a written decision with the outcome and next steps.



Additional Support

If you need help with the appeals process, please contact



Customer support at 470-470-7057



or

help.ga@withodyssey.com



Important Notes

Appeals submitted with incorrect or incomplete documentation or without all required items will be considered incomplete and will be denied.

Appeals must be requested within 60 days of receiving notification of ineligibility. Once an appeal has been requested, all supporting documents must be submitted within 30 days.

You are allowed to appeal only once. If your appeal is incorrect or incomplete, you may not have another opportunity to appeal.