



***WEATHERIZATION PROGRAM  
CLIENT APPEAL PROCEDURES***

Applicants whose home has been denied or deferred may appeal the decision by mailing, emailing, or delivering the request for appeal in writing to the following address:

FAMILY RESOURCE DIRECTOR  
MID-SIOUX OPPORTUNITY INC  
418 S MARION ST  
REMSEN IA 51050  
712-786-3415/800-859-2025  
lbenson@midsioux.org

The applicant has 30 days from the date of deferral, noted on the Deferral Documentation Form, to appeal.

To appeal, the applicant (claimant) must submit a written appeal to Mid-Sioux Opportunity, Inc. at which they applied, and include the reasons the deferral was not made in accordance with program policies or rules, action the applicant would like taken, and any other information which might affect the decision. Claimants unable to submit an appeal in writing may request assistance by Mid-Sioux Opportunity, Inc. in reading, writing, or understanding appeals, hearings, and their associated procedures.

Mid-Sioux Opportunity, Inc. will act on the claimant's request and notify the claimant of the result in writing within seven calendar days of the date an appeal was requested (postmark date if sent in mail).

If the claimant does not agree with the decision reached, the claimant may submit in writing to Mid-Sioux Opportunity, Inc. within 14 calendar days of the decision (postmark date if sent in mail) a request for a hearing with the state Community Action Agencies Unit (CAA Unit). The claimant must explain in writing why the agency's decision is being appealed and include any information which might affect the decision.

Mid-Sioux Opportunity, Inc. will forward all information about the request for a hearing to the CAA Unit and a hearing will be scheduled within 14 calendar days of receipt by CAA Unit of the appeal and request for a hearing. The claimant will receive written notice of a state scheduled hearing from the CAA Unit. The notice will include the date, time, and place of the hearing. State hearings may be held virtually, by phone or in person at a mutually convenient time. During the hearing, all information will be reviewed and a decision will be rendered by the CAA Unit within 7 calendar days.

The client may appeal the decision of the CAA Unit to the Iowa Department of Inspections, Appeals & Licensing (DIAL). The client must submit a written appeal to the CAA Unit within 7 calendar days (postmark date if sent in mail) of the CAA Unit's decision. The Division will follow the appeal procedures outlined in 481 – Chapter 10 of the Iowa Administrative Code.

Mid-Sioux Opportunity, Inc. will not be responsible for any fees incurred by program recipients that are associated with the appeal process.