



CLIENT APPEAL & HEARING PROCEDURES

All clients shall follow the client appeal and hearing procedure outlined in the specific program regulations regarding client appeal and hearing procedures.

If the program does not have a client appeal and hearing procedure the following procedure applies: Any person wishing to express a concern in regard to client services administered by Mid-Sioux Opportunity, Inc. may write to the Executive Director and tell the agency why you want to appeal, and what action you would like taken. Appeals shall be mailed to:

Mid-Sioux Opportunity, Inc.
Attn: Customer Appeal
418 S Marion St
Remsen, IA 51050

The Executive Director will act on your request and notify you of the result within 7 calendar days of the date you request an appeal (postmark date if sent in mail). If the Executive Director is unavailable, the appeal will be addressed by the appropriate Department Director.

If you still do not agree with the decision reached, you may write the agency again within 14 calendar days of the agency's decision (postmark date if sent in mail) and request that a state hearing be held with Iowa Department of Health & Human Services, Community Action Agencies Sub-division's, CSBG Program Manager. Explain why you disagree with the agency's decision and include any information that might affect the hearing decision.

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

All testimony is given under oath. The hearing is recorded and the decision is based on the record. State hearings shall be conducted before the Administrator of Iowa Department of Health & Human Services, Community Action Agencies Sub-division's, CSBG Program Manager, unless delegated to an administrative law judge pursuant to Iowa Code 17A.11. You will receive written notification of any final or proposed decision.

The client may appeal the decision of the state CSBG office to the Iowa Department of Inspection and Appeals (DIA). The client must submit a written appeal to the CAA Unit within 7 calendar days (postmark date if sent in mail) of receiving the division's decision. The division will follow the appeal procedures outlined in 481 – Chapter 10 of the Iowa Administrative Code.