



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 the claimant does not agree with the decision reached, the claimant may write the local administering agency (LAA) within 14 calendar days of the decision (postmark date if sent in mail) and request that a state hearing be held with the Division of Community Action Agencies (DCAA). The claimant must explain in writing why the agency's decision is being appealed and include any information which might affect the decision.

The LAA will forward all information about the request for a hearing to the DCAA 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 by telephone at a mutually convenient time or in person. During the hearing, all information will be reviewed and a decision will be rendered by the division within 7 calendar days.

The client may appeal the decision of the DCAA to the Iowa Department of Inspection and Appeals (DIA). The client must submit a written appeal to the DCAA 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.