

COMMUNITY ACTION CUSTOMER APPEAL POLICY

Accountability, customer service, and meaningful outcomes are core values at your Community Action Agency. If you are not satisfied with the decisions of our program representatives, you have the right to appeal the decision. To do so, submit a written request for reconsideration within 15 workdays of the denial or provision of services. Community Action's Customer Appeal Process begins with the Program Director, and, if necessary, proceeds in sequence to the Performance Management Specialist, the Executive Director, and finally, to the administrative agency governing the program. Decisions of the Executive Director, or administrative agency governing the program are final.

Step 1: Talk with the Community Action staff member who directs or oversees the program. Usually, concerns can be easily addressed through respectful conversation between the customer and the Program Director.

Step 2: If talking with the Program Director does not resolve your concern, you can submit to Community Action a CUSTOMER APPEAL FORM, which is available from 1000 SE Hancock, and, 455 SE Golf Park Boulevard (both in Topeka.) A form can be emailed to you by contacting the Performance Management Specialist at (785) 235-9561. Once you complete the form, be sure to keep a copy for your own records. ***Note that Appeal Forms must be submitted within 15 days of the event that has caused your dissatisfaction.***

Step 3: Within three workdays of having received your appeal, the Performance Management Specialist will contact you to acknowledge receipt. The Performance Management Specialist will prepare an anticipated resolution timeline, and notify CAI internal parties about your appeal.

Step 4: The Performance Management Specialist will review the appeal with the Program Director and will have five workdays to prepare and submit a written response to you.

Step 5: If you're satisfied with the decision reached by the Performance Management Specialist, your request will be successfully closed. If you remain unsatisfied, you will have three days from your receipt of the Performance Management Specialist's decision to submit a written, follow-up request for further consideration. ***A late response may be considered as grounds to discontinue the appeal process.*** Your written response should be submitted to the Performance Management Specialist.

Step 6: The Performance Management Specialist will provide the Executive Director with a copy of the written documentation pertaining to your request. The Executive Director will have five workdays to provide you with a written response.

Step 7: In most cases, the decision of the Community Action Executive Director will be final. In certain cases, however, you may want to exercise your right to contact an administrative authority, such as the Kansas Housing Resource Corporation. Our staff can help you identify if your concern is covered by an administrative authority, and, if so, who to contact. You should anticipate having to file your written concern with the administrative authority within 10 days of having received Community Action's final decision. Appeals at this level of consideration generally require 30 days or more before a written decision from the administrative authority is received.

**COMMUNITY ACTION
CUSTOMER APPEAL PROCEDURE FORM**

Accountability, customer service, and meaningful outcomes are core values at your Community Action Agency. If you feel we've made a mistake in a decision about your eligibility for services, or in the quality of services you received, you have a right to appeal our decision. The first step, of course, is to talk about your concerns with our staff. If you still feel we've made a mistake, you can submit this completed form to our Administrative Office, in care of the Performance Management Specialist. Forms can be mailed, or delivered, to 455 SE Golf Park Blvd., Topeka KS, 66605. All appeals will be addressed and all written appeals will receive a written response from Community Action.

Note that a written appeal must be received within 15 workdays of the denial or provision of services.

Community Action's Customer Appeal Process follows a progressive review procedure that begins with the Program or Area Director, and, if necessary, proceeds in sequence to the Performance Management Specialist, the Executive Director, and finally, to the administrative agency governing the program (if applicable.) Decisions of the Executive Director, or administrative agency governing the program (if applicable) are final. To activate progressive appeals, the customer must respond, in writing, to each response received, indicating why the response is unsatisfactory.

CUSTOMER NAME:		
CUSTOMER ADDRESS:		
CUSTOMER PHONE NUMBER AND E-MAIL:		
TYPE OF APPEAL: (Pick One)	<input type="checkbox"/> I was denied service	<input type="checkbox"/> Service I received was unsatisfactory
DATE YOU WERE DENIED OR DATE UNSATISFACTORY SERVICE WAS PROVIDED:		
IF KNOWN – NAME OF AGENCY STAFF MEMBER(S) YOU SPOKE WITH:		
ATTACH A SEPARATE PAGE DESCRIBING THE SITUATION DETAILS. PLEASE BE SPECIFIC ABOUT WHY YOU BELIEVE OUR DECISION OR SERVICE WAS WRONG. STATE CLEARLY WHAT YOU WOULD LIKE TO SEE DONE TO CORRECT THE PROBLEM. YOU MUST SIGN AND DATE YOUR WRITTEN STATEMENT.		
SECTION BELOW TO BE COMPLETED BY COMMUNITY ACTION STAFF		
Date appeal received by Program or Area Director:	Program or Area Director Name:	Date Original Response Provided to Customer: Resolved? Y N
Date written appeal received by Performance Mgmt Spclst:	Perf. Mgmt Specialist Name:	Date Written Response Provided to Customer: Resolved? Y N
Date written appeal received by Executive Director:	Executive Director Name:	Date Written Response Provided to Customer: Resolved? Y N
Attach or keep with all supportive documentation and written responses. Forward, if necessary, with all supporting documentation to administrating agency representative. Retain appeal in customer file and/or Departmental Appeal File. Appeals will be kept on file for a minimum of two years.		