

Client Appeal Process

Clients who have been denied services, or have received a reduction of services, have the right to file a written appeal by following these procedures. Decisions affecting clients are made based on a review of program policies, procedures and the required official documentation.

- Step 1- Client
A client has ten (10) working days from the date of receipt of a decision to submit a written appeal to the Program Supervisor or his/her designee.
- A client outside of Juneau must have their written appeal postmarked to the Program Supervisor within ten (10) working days on receipt of a decision.
- Step 2- Program Supervisor or Designee
The program Supervisor or his/ her designee, in consultation with the Program Manager, in consultation with the Program Manager, will make every effort to review documentation and make a decision in the shortest amount of time possible (not to exceed 2 working days).

Step 3- Appeals Committee

- A client not satisfied with the Program Supervisor's or his/ her designee's decision may make a request to the Office of the President to have their appeal reviewed by the Appeals Committee.
- A client must complete Step 1 before the Office of the President will consider a referral to the Appeals Committee.
- The Appeals Committee will review appeals within two (2) working days of receipt.
- The client will be notified of the Committee's decision within one (1) working day after the date of its meeting
- All decisions of the Appeals Committee are final.

Print name: _____ Address: _____ Phone number: _____

CLIENT'S WRITTEN APPEAL: Describe your situation. Who made the decision? What was the decision? When was the decision made? What relief are you seeking?

CERTIFICATION		
I understand my appeal rights and certify that I have read these procedures and will abide by them	Client signature	Date:
Received by staff on the date shown	Staff signature & title	Date:

For office use only

Step 2: Date appeal received	Step 3: Date appeal received
Program Supervisor	Appeal Committee
Date Client Notified:	Date Client Notified

Supervisor=White

Appeals committee=yellow

Client=Pink