COMPLAINT/APPEAL FORM

Please Check the Box of the Program You Have a Complaint With:

Elder Nutrition ___ Elder Services ___ LIHEAP ___ Child Care ___ Transportation ___

Commodities ___ Elders Wood ___ Goodwill Vouchers ___

Date of Incident: _____*(Must be filed within 15 days of incident)*

CSD Staff Involved: _____

State Complaint/Appeal: ***(If you need more space please add additional sheets of paper)***

_____

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Printed Name: ***(Person Filing Complaint/Appeal)*****_____**

Address: _____Phone#:_____

Signature: _____ Date: _____

Please return Complaint Form to the Community Services Department, ATTN: Director or Mail to: CSD Director, The Klamath Tribes, PO Box 436, Chiloquin, OR 97624. ***OVER***

FOR COMPLAINTS:

The Community Services Department will investigate the issues around your complaint and within ten (10) working days of receipt of Complaint/Appeal Form will mail a response back to you at the address provided on this form. If you are not satisfied with the response we provided, you will have ten (10) working days after the date of the mailing to let us know. Once you have notified us, we will send the complaint and our response to The Klamath Tribes Administration's General Manager. The General Manager will have ten (10) working days to review and render a final written decision. The General Manager's written decision will be the final decision in satisfying the complaint.

FOR LIHEAP & CHILD CARE DEVELOPMENT FUND PROGRAM APPEALS:

After a Complaint/Appeal Form has been filed, a Fair Hearing must be held in a manner that emphasizes fairness and impartiality. Therefore, the following must be followed:

- Within fifteen (15) working days of determination, the applicant/client must provide a written request by letter or on the Community Services Department Complaint/Appeal Form. The Appeal must be addressed to the attention of the Community Services Department Caseworker.
- Within ten (10) working days of receipt of the Complaint/Appeal, the Caseworker must respond in writing to schedule a meeting with the applicant to resolve the appeal. If the Caseworker cannot reach the applicant by mail, email, or telephone to schedule a meeting, the appeal will be determined closed after five (5) five working days.
- Within ten (10) working days of the initial meeting, if no agreeable conclusion can be reached, the applicant can request a conference with the Community Services Director and Caseworker.
- Within five (5) working days of the meeting between the applicant, Community Services Director and Caseworker, if no agreeable conclusion can be reached, the applicant can make a written appeal to the General Manager of Tribal Administration.
- Within ten (10) working days of receipt of the written appeal, the General Manager will review and render a final written decision to the applicant by first class mail and copy to Community Services Director.
- The General Manager's decision shall contain finding of fact based on policy and laws, and rulings made.
- For the Child Care Program, the General Manager will make a determination if any retroactive child care payments will be made if a favorable decision is found for the client. The General Manager's decision to pay retroactive child care payments will be based on a favorable decision for the client, available funding, and co-pay amounts.
- The final decision shall be based solely upon the testimony and evidence presented during the appeal. The final decision will consider whether the LIHEAP office acted correctly in applying rules and regulations, policy material, and applicable statutes. The final decision shall contain the General Manager's recommendations.
- The General Manager's written decision shall be the final decision in the appeal process.