**Appeals Process Information Sheet**

As an applicant to the CDBG-DR program you have certain rights to file a request for an appeal. You may file an appeal if you feel there has been an error, or a decision has been made unfairly.

The CDBG-DR appeal process has four levels:

* Level 1 – Case Manager
  + All appeals begin by submitting an appeal request to your assigned case manager. You may submit this request in person or via email. If you submit via email you will receive a confirmation of receipt; keep this email for your records.
* Level 2 – Subrecipient
  + If your case manager is unable to make a determination about your request for appeal it will be sent to the subrecipient of the CDBG-DR grant. This is your local city or county. The subrecipient will either make a decision or escalate the appeal request to DCA.
* Level 3 – CDBG-DR Staff
  + If the subrecipient escalates your appeal to DCA it will be reviewed by CDBG-DR staff or sent to the DCA Staff Panel, depending upon the basis for the appeal
* Level 4 – DCA Staff Panel
  + The DCA staff panel will meet semi-monthly (at a minimum) when appeals need to be reviewed. All determinations made by the DCA Staff Panel are final.

The following decisions can be appealed:

* Program eligibility determination (IE., ownership, occupancy, proof of damage, flood insurance non-compliance, etc.)
* Repair estimates
* Homeowner/contractor disputes prior to execution of Final Certification of Completion
* File closure (IE., homeowner non-responsiveness, ineligible determination prior to application submission)
* Temporary Relocation Assistance (TRA) denial
* Temporary Relocation Assistance (TRA) termination

If you wish to appeal the following decisions your case manager will send these directly to a Level 3 review:

* Duplication of Benefits calculation
* Award amount calculation
* Waiver of program standard (IE., maximum award amount)

There are certain decisions that are not eligible for the appeals process:

* Policy decisions
* Reconstruction plans
* Ineligible materials and appliances (IE., granite countertops, washer/dryer replacement, etc.)
* Property is not located in an eligible area
* Properties in a Buyout program area that wish to rehabilitate or reconstruct, not participate in a Buyout

Your ability to request an appeal is time limited. If you disagree with a decision and wish to appeal, you must contact your case manager within 10 days of that decision. If you have not requested your appeal within the 10 days, the decision will remain final.

There may be additional circumstances in which you can file an appeal. If the reason you wish to file an appeal is not listed here, please speak with your case manager.