

# Client Appeal Procedure

*Clients have 30 days from the date they receive their denial letter to appeal decisions made regarding their application. Clients must be informed of this right when they receive their application and again in their denial letter. The grounds for appeal include the application being denied.*

**Local Level - Written Appeal:** Clients have 30 days from the date they receive their letter of denial to appeal the decision. All appeals must be submitted in writing (letter or email) with supporting documentation attached, to the CAA. The appeal review must be completed within 30 days from the date of the client's appeal request. The CAA must notify their Development Field Monitor of the final decision and scan all documentation into OCEAN (i.e., the appeal request, supportive documentation, CAA's Resolution/Notification/Actions, etc.), if applicable. The client must be notified of the decision made by the CAA within 10 days of the decision.

**Local Level - Hearing:** Clients who were denied during the Written Appeal process may request a formal hearing within 30 days of the denial of the Written Appeal. The client must submit a request for a formal hearing in writing (letter or email). The request is to be made to the Executive Director of the CAA. The CAA shall schedule a hearing within 30 days of the receipt of the letter/email requesting a hearing. The hearing shall be held at a mutually convenient place or held virtually and a hearing officer shall be appointed by the CAA. The hearing officer may be a staff member of the CAA who was not involved in the decision that is being appealed. The client must be notified of the CAA's decision regarding the appeal within 10 days of the date of the formal hearing.

**State Level Energy Assistance Programs Appeal:** If the client wishes to pursue a further appeal, they must submit a written State Level Appeal to Development within 30 days of the final hearing decision rendered at the CAA. The appeal request may be mailed to:

Ohio Department of Development  
Office of Community Assistance, Appeals  
P.O. Box 2169  
Columbus, Ohio 43216

Development will only review client appeals which have been denied at both the Local Level CAA Written Appeal and Hearing process and that contain new information, or information not considered during the Local Level CAA Written Appeal or Hearing process. The appeal request must contain all of the following information:

- Client's name, address, telephone number;
- Client number (if available);
- Reason for the appeal;
- Supporting documentation; and
- Client's signature.

A decision on the appeal will be made within 30 days of receipt of the appeal request. The client will be notified within 10 days of Development's decision.