


<b>Category:</b>	Complaint/Appeals	<p style="text-align: center;"><b>INCA Community Services Agency Policy</b></p> 
<b>Sub Category:</b>	n/a	
<b>Effective Date:</b>	10/1/1986	
<b>Revised Date:</b>	8/2012, 7/19	
<b>Forms:</b>	Applicant Appeals Form	
<b>Responsible:</b>		

## Applicant Appeals Policy

### Policy

INCA will maintain an applicant appeals policy and procedure which will be used to determine applicant eligibility for any services and resources available under programs funded by the Oklahoma Department of Commerce/Community Development (ODOC). A notice of the right to appeal shall appear on all application forms used to determine applicant eligibility for any services and/or resources provided with funds received from ODOC.

### Guidelines

The appeals procedure guarantees that each person seeking services from INCA shall have the right to:

- File a formal application for services/resources upon request;
- A private and confidential interview pertaining to his or her case; and
- Not being denied assistance on the basis of race, color, gender, creed, religion, age, political preference or physical affliction.
- Receive a timely approval or disapproval of the application; and
- Receive written notification of appeal and appeal procedures.

The appeals procedure also guarantees that each applicant shall receive written notification of appeal and appeal procedures including notices that:

- All aggrieved parties shall be afforded a reasonable opportunity for a fair hearing;
- The applicant or the representative of the applicant shall have access to records relevant to the appeals process; and
- The applicant shall have the right to a timely determination and prompt notice of hearing decisions.

### Procedures

- An applicant who has been denied services or resources from a program may submit a written appeal to the Executive Director and a request for hearing if desired. This must occur within 30 days of the denial.
- INCA's Executive Director or his designee must hold the hearing, if requested, and submit his/her decision in writing to the applicant within ten days of the request.
- If the applicant has still been denied access by the Executive Director or his designee, the applicant may then appeal that decision by submitting a written appeal to the grievance board. In that case, INCA and the applicant shall provide with all relevant documentation.

- After all local appeal procedures have been exhausted; an applicant may appeal the Contractor's decision to ODOC. In such cases, the Contractor and applicant shall provide ODOC with all relevant documentation.

**Forms**

- Applicant Appeals Form

**Dissemination of Policy**

The policy will be made available to all employees through the agency's website. The agency will educate and train employees and supervisors regarding the policy and any conduct that could constitute a violation of the policy.