



Palm Beach County Community Action Program

Appeals Process

It is the goal of the Agency to ensure that quality services are rendered in a professional and ethical manner. It is clear that this is best provided when the individual/family and the staff work in a mutually respectful and productive manner.

Individuals/families served by the Agency have the right to appeal decisions with which they do not agree regarding eligibility and service provision. This process ensures that clients and recipients of assistance receive fair consideration and appropriate assistance. The appeal process is designed to resolve reasonable disputes. If the client believes the agency wrongly denied an application, awarded an incorrect amount, or did not assist them promptly, or for some other reason, they may request a hearing.

A concerted effort shall be made by the assigned Staff person to resolve the identified issues with the individual/family. If consensus cannot be reached, the individual/family has the right to state its concerns or dissatisfaction to the Community Action Coordinator. Should sufficient data suggest a staff change is warranted, the Community Action Program Coordinator has the latitude to reassign the case.

The following process shall occur:

- Staff shall notify Supervisor or designee of the individual/family's request immediately, within 24 hours.
- If the Supervisor or designee is not available immediately, an appointment shall be scheduled with the individual/family and Supervisor/Designee within two (2) working days of the initial request.
- The Supervisor or designee shall render any decisions in writing within three (3) working days of the meeting.
- If the first level of appeal does not resolve the issue, the individual/family have the right to a second and final level of review, upon receiving written notification as to the decision rendered. They may:
 - ⇒ Request through the Supervisor or designee a meeting with the Program Coordinator or designee.
 - ⇒ The Program Coordinator or designee will schedule an appointment within three (3) working days upon the receipt of request. Subsequent to the meeting, the Program Coordinator or designee will render a written notice of the decision taken to the individual/family within three (3) working days.
 - ⇒ If the second level of review does not resolve the issue, the same procedure will follow with the next line of management, until the issue is resolved.

NOTE: If the outcome of the review impacts funding, assistance will be based upon the availability of CSBG funds.



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Appeals Request Form

Instructions: Please fill out all fields of this form and mail or email to the following address:

*Palm Beach County Community Action Program
 810 Datura Street
 West Palm Beach, FL 33401
 Attn: Supervisor– Appeals Request
 SPageBec@pbcgov.org*

I, _____ feel the decision made regarding my request for service through the Palm Beach County Community Action Program (CAP) is unsatisfactory and I wish to present my case to a higher authority.

I have received a copy of the Community Action Program Appeals Process and understand my rights as outlined.

I understand that if I have any questions regarding my right to appeal, I may contact CAP Administrative Staff for clarification.

Client Name & Application #:	
Client Phone Number:	
Client Email Address:	
Client Comments/Reason for Request:	

Client Signature: _____

Staff Signature: _____

Date: _____

Date: _____

For Staff Only:

Received By:	
Date:	
Funding Source:	
Appeal Results:	