

Blue Ridge Community Action, Inc. Client Complaint and Appeal Policy

Client Complaint Procedure

It is the intent of Blue Ridge Community Action Weatherization Program that should any client complaints arise, it will be handled efficiently and positively by the Weatherization Coordinator. The client should report complaints to the Weatherization Coordinator. The complaint may be reported in writing or verbally. The Weatherization Coordinator will investigate and respond in writing within 10 working days. If the client is still dissatisfied, they can submit in writing or verbally to the Executive Director who will provide a written response within five working days of receiving the complaint. If the client is not satisfied with the decision of the Executive Director, they may submit the complaint in writing to the agency's Board of Directors. The final decision will be made by the agency's Board of Directors. The client will receive notification of the final decision within 10 working days.

Client Eligibility Appeal Procedure

All applicants receive a letter indicating whether or not they are eligible for the Weatherization program. Eligibility questions will be directed to the WAP Coordinator. Applicants may appeal eligibility decisions verbally or in writing to the Community Service Director/EO Officer. The Community Service Director/EO Officer will investigate and respond within 10 working days. If the applicant is still dissatisfied, they may submit an appeal in writing to the Executive Director, who will provide a written response within five working days of receiving the written appeal. If the applicant is not satisfied with the response from the Executive Director, they may submit a written appeal to the Board of Directors. The final decision will be made by the agency's Board of Directors. The applicant will receive notification of the final decision within 10 working days of submitting the appeal.