

RECIPIENT RIGHTS COORDINATING AGENCY APPEAL

TO BE COMPLETED BY C.A. CONSULTANT

To Recipient/Client:
Please read instructions on Page 2

Program Name: _____

License No.: _____

Complaint No.: _____

Date Original Complaint Filed: _____

1. **DESCRIBE YOUR REASONS FOR FILING AN APPEAL.** Explain what was done or not done that leaves you dissatisfied.

2. **WHAT WOULD YOU CONSIDER TO BE A FAIR SOLUTION TO THIS APPEAL?**

- The same as I wrote on my recipient rights complaint form 901.
- Not the same as I wrote on complaint form 901. Explain what you want done, by whom and when:

3. **HOW DO YOU WANT TO GET YOUR COPY OF THE INVESTIGATION REPORT ON THIS APPEAL? (Check One)**

- Pick up in office of Rights Advisor within 30 working days. When report is ready, phone me at: _____
- Mail to me at the following address by registered mail:

Street Address _____

City _____ **State** _____ **Zip Code** _____

Recipient's Signature

Printed Name

Date

To Be Completed By Rights Consultant

Date Appeal Received: _____

Date Report Due To Recipient: _____

Rights Consultant's Signature

Printed Name

RECIPIENT/CLIENT: KEEP A COPY OF THIS FORM

**COPIES TO: RECIPIENT
PROGRAM
MDCH/BHS/L&C/SALS**

HOW TO FILE A COORDINATING AGENCY APPEAL

- A. WHEN YOU RECEIVE A RECIPIENT RIGHTS INVESTIGATION REPORT FORM IN RESPONSE TO YOUR COMPLAINT, READ IT CAREFULLY. IF YOU HAVE QUESTIONS ABOUT WHAT IT SAYS, ASK YOUR RIGHTS ADVISOR TO EXPLAIN IT.
- B. IF YOU DO NOT ACCEPT THE FINDINGS OR REMEDIAL ACTION PLAN DESCRIBED ON THE REPORT FORM AS A FAIR SOLUTION TO YOUR COMPLAINT, YOU SHOULD COMPLETE THIS FORM (903) BY THE DATE INDICATED.

WHAT WILL HAPPEN NEXT

AFTER YOU GIVE THE COMPLETED FORM TO YOUR COORDINATING AGENCY RIGHTS CONSULTANT, HE/SHE MAY ASK YOU FOR ADDITIONAL INFORMATION. THE RIGHTS CONSULTANT WILL THEN INVESTIGATE YOUR COMPLAINT AND TRY TO DEVELOP A FAIR SOLUTION.

WITHIN 30 WORKING DAYS OF THE DATE YOUR COORDINATING AGENCY RIGHTS CONSULTANT RECEIVES THIS FORM, HE/SHE WILL GIVE YOU A WRITTEN COORDINATING AGENCY INVESTIGATION REPORT. THAT REPORT WILL HAVE A SUMMARY OF WHAT THE RIGHTS CONSULTANT FOUND WHILE INVESTIGATING YOUR APPEAL. IT WILL HAVE A PROPOSED SOLUTION (ACTION PLAN) IF YOUR APPEAL WAS FOUND TO REQUIRE SOME ACTION.

YOUR RIGHT TO FURTHER APPEAL

WHEN YOU RECEIVE THE COORDINATING AGENCY INVESTIGATION REPORT, YOU WILL AGAIN HAVE 15 WORKING DAYS TO DECIDE TO ACCEPT THE FINDINGS AND/OR ACTION PLAN PROPOSED BY THE COORDINATING AGENCY RIGHTS CONSULTANT, OR TO FILE AN APPEAL. IF YOU DO NOT APPEAL WITHIN 15 WORKING DAYS, THIS INDICATES YOU HAVE ACCEPTED THE INVESTIGATION REPORT.