

**APPLICANT INFORMAL REVIEW
(Grievance Procedures)**

An applicant/current program participant is entitled to an informal review if they are not satisfied with any of the following:

- ❖ If you feel that you have not been treated with dignity and respect;
- ❖ Refusal to sign a Housing Assistance Payments Contract (i.e., denial of participation);
- ❖ Determination of household's annual or adjusted income or calculation of TTP;
- ❖ Determination of appropriate utility allowance;
- ❖ Determination to deny the household's request for a unit size exception;
- ❖ Determination to terminate a participant's assistance for **ANY** reason.
- ❖ Determination not to approve a unit or lease;

PROCEDURES FOR FILING FOR AN INFORMAL REVIEW

1. Notice of Determination

Newcap must give applicant/participant a notice of denial, provide the reasons and state that the applicant/participant has the right to request an informal review/hearing.

- Step #1: Verbally discuss your grievance with your case worker. If you feel the outcome is not satisfactory, proceed to Step #2.

2. Request for Informal Review

Upon receipt of the letter/notice, the applicant/participant must submit a written request **within 10 days** from the date of the letter. This request must also be stated on the notice or letter that is sent to applicant/participant.

- Step #2: If the case worker has not resolved your grievance in this time period, you have the right to file a Request for Informal Review with the case worker.

3. Scheduling Informal Review

Once Newcap receives the written request (**within the 10 business day period**), a review will be scheduled within 20 days. The applicant/participant will be notified in writing of the date and time of the review/hearing.

4. Results of Informal Review

The Review Officer (someone other than the person who made or approved the decision and their subordinates) must render their decision within 10 business days and notify the applicant/participant in writing.

5. Failure to Request an Informal Review

If the applicant/participant does not request an Informal Review in writing within the specified time, the decision to deny/terminate the applicant/participant is final.

The purpose for an Informal Review/Hearing is to consider whether the case worker's decision(s) regarding the applicant/participant is in accordance with the law and Newcap regulations. Households may present oral or written objectives and dispute criminal records. Before the hearing, the household has the opportunity to examine the documents directly relevant to the hearing. Documents include records and regulations. The household may copy the documents at their own expense.

PARTICIPANT SIGNATURE

1. _____

2. _____

3. _____

4. _____