



Douglas Indian Association

12th Street Juneau, Alaska 99801-1529

Phone: (907) 364-2916 Fax: (907) 364-2917

*Anax Yaa Andagan Ye- Suyeik
Where the Sun Rays Touch First- Spirit Helper*



CLIENT APPEAL PROCESS

Clients who have been denied services or have received a reduction of services, have the right to file a written appeal by following the Appeal Process, or who feels he/she may have been treated unfairly, has the right to file a written appeal within 10 working days.

STEP 1 – FAMILY CASEWORKER

An applicant may file a written appeal to the Family Caseworker to ask for reconsideration of their decision. The Family Caseworker has 10 working days after the date stamped on the appeal to respond. An applicant who is not satisfied with the decision may submit their appeal to the Tribal Administrator (Step 2) within five (5) days upon receipt of the Family Caseworker’s decision.

STEP 2 – TRIBAL ADMINISTRATOR

The Tribal Administrator has ten (10) working days from the date he/she receives an appeal to review documentation, make a decision and respond.

STEP 3 – APPEALS COMMITTEE

Decision affecting an applicant are made based on a review of program policies, procedures and required official documents.

CLIENT’S WRITTEN APPEAL

(Describe in detail of the decisions that were made by either steps or what services you are seeking.)

(Use the back of this paper or use a new sheet of paper if you need more space)

Name

Date