

Iowa Weatherization Assistance Program Dispute Resolution Process

Subgrantees are encouraged to adopt procedures for resolving disputes that arise with owners of assisted buildings, tenants, contractors, subcontractors, or others involved in providing Weatherization Assistance Program services.

If a dispute cannot be resolved at the Subgrantee level, an appeal may be submitted in writing to the local administering agency (LAA) at which the weatherization services in question are being provided.

The claimant has 30 days from the date of the dispute to submit the appeal.

To appeal, the claimant must submit a written appeal to the LAA at which they applied/ provided services and include the reason the issue was not addressed in accordance with program policies or rules, action the claimant would like taken, and any other information which might affect the decision. Claimants unable to submit an appeal in writing may request assistance by the LAA in reading, writing, or understanding appeals, hearings, and their associated procedures.

The LAA will act on the claimant's request and notify the claimant of the result in writing within seven calendar days of the date an appeal was requested (postmark date if sent in mail).

If the claimant does not agree with the decision reached, the claimant may submit in writing to the LAA within 14 calendar days of the decision (postmark date if sent in mail) a request for a hearing with the state Community Action Agencies Unit (CAA Unit). The claimant must explain in writing why the agency's decision is being appealed and include any information which might affect the decision.

The LAA will forward all information about the request for a hearing to the CAA Unit and a hearing will be scheduled within 14 calendar days of receipt by CAA Unit of the appeal and request for a hearing. The claimant will receive written notice of a state scheduled hearing from the CAA Unit. The notice will include the date, time, and place of the hearing. State hearings may be held virtually, by phone or in person at a mutually convenient time. During the hearing, all information will be reviewed, and a decision will be rendered by the CAA Unit within 7 calendar days.

The client may appeal the decision of the CAA Unit to the Iowa Department of Inspections, Appeals & Licensing (DIAL). The client must submit a written appeal to the CAA Unit within 7 calendar days (postmark date if sent in mail) of the CAA Unit's decision. The Division will follow the appeal procedures outlined in 481 – Chapter 10 of the Iowa Administrative Code.