

## Low-Income Weatherization Client Complaint Form

Client information:

First name	Middle	Last name	Telephone
Service address	Apt.	City	Zip code

Nature of complaint:

- Denial of service
- Ineligible
- Deferral policy
- Application not handled in a timely manner
- Dissatisfaction with work

Details of complaint:

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Action taken:

- Client directed to appropriate program staff
- Client received copy of agency dispute resolution process and Service Review Request
- Client sent copy of agency dispute resolution process and Service Review Request
- Other

Details of action taken:

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Program staff contacted:  Yes                      Date contacted: \_\_\_\_\_

Name of program staff contacted: \_\_\_\_\_

- Copy of Client Complaint Form in client's file
- Complaint noted in Hancock database

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Complaint received by: \_\_\_\_\_ Received on: \_\_\_/\_\_\_/\_\_\_\_\_

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## Low-Income Weatherization Client Complaint Procedure

A grievance must be filed in writing using the Client Complaint Form above for a local agency to take action, except when a complaint can be resolved quickly.

### PROCEDURE:

**LEVEL 1 (Subgrantee):** Complaints must be in writing to allow the subgrantee to take action. Client must complete a Client Complaint Form and state what part of the weatherization process was unsatisfactory and provide sufficient documentation of the problem. Once the Client Complaint Form and any documentation provided by the client have been received, the subgrantee will:

1. Review the following:
  - a. Client Complaint Form and documentation provided by the client.
  - b. Hancock Energy Software (HES) data or notes, household file information, and any other documentation.
  - c. Pertinent federal/state rules and Weatherization Assistance Program (WAP) policies.
2. Respond in writing within 10 business days to the client, AND
3. Include in its response the following:
  - a. Statement of the subgrantee's findings and its conclusion.
  - b. Any action the subgrantee will take to resolve the issue.
  - c. Information about additional options the client may have and provide the following information:
    - i. The request to the Georgia Environmental Finance Authority (GEFA) must be postmarked no more than 10 business days from the date of the subgrantee's decision.
    - ii. GEFA's address – 233 Peachtree St NE, Ste 900, Atlanta, GA 30303.
    - iii. Name and phone number of GEFA's senior weatherization program manager.

**LEVEL 2 (GEFA):** If the client is not satisfied with the subgrantee's conclusion or action taken, they may send a written complaint to GEFA, which must be postmarked no more than 10 business days from the date of the subgrantee's decision. GEFA will:

1. Notify the subgrantee that GEFA received the complaint.
2. Request the subgrantee forward all documents in the household file, including the client's complaint form and the subgrantee's response. In addition, GEFA will review the most recent HES file data.
3. Review all documents/details relevant to the complaint.
4. Conduct a site visit, if necessary, at GEFA's discretion.
5. Request that the subgrantee take corrective action, if applicable, in writing.
6. The subgrantee will respond in writing to the client with GEFA's conclusion. The subgrantee will include in its response the following:
  - a. Statement of GEFA's findings and its conclusion.
  - b. Any actions that subgrantee will take to resolve the issue.
  - c. Information about additional options the client may have.

**Level 3 (U.S. Department of Energy):** If the client is not satisfied with GEFA's conclusion or action taken, they may send a written complaint to the U.S. Department of Energy's WAP project officer. Client should seek an attorney for additional remedies.