

# Coquille Indian Housing Authority

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2678 Mexeye Loop • Coos Bay, OR 97420

Dear Participant:

The Coquille Indian Housing Authority (CIHA) never wants to take any action that may be in conflict with the mission to house people. However, sometimes action must be taken in the best interest of the community. Carefully read any letter you get from CIHA. If you are not sure of what the letter means, please ask.

If you get a letter from CIHA that adversely affects you by denying, reducing, or terminating your assistance, you may write a letter within ten (10) calendar days to CIHA explaining your position and requesting a review of the decision. (See attached form letter.) You may get help from anyone you choose in writing the letter. Failure to respond within the time limit makes you ineligible for review.

The CIHA Board of Commissioners and Tribal Council have directed staff to adhere to and follow these procedures. Please feel free to ask CIHA questions during this process. You may ask any CIHA staff member, CIHA Board member, or Kilkich Resident Association member to assist you with your responses, at any time.

**IN ORDER TO ADDRESS THE ISSUES FASTER AND MORE FAIRLY, WE ASK THAT THESE PROCEDURES BE FOLLOWED IN EVERY CASE.**

**ALL MEMBERS OF THE BOARD OF COMMISSIONERS AND THE TRIBAL COUNCIL HAVE COMMITTED TO FOLLOWING THESE PROCEDURES.**

Respectfully,

CIHA Staff

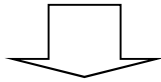
Informal Review

## **APPEALS PROCEDURES FOR APPLICANTS AND PARTICIPANTS**

### **STEP 1. INFORMAL REVIEW.**

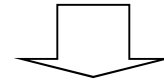
Tell your side of the issue in a letter to CIHA. (You can get help from anyone you choose in writing the letter.) You have 10 calendar days from the date of our letter to respond in writing. Attached is a form letter for your convenience. Failure to respond makes you ineligible for review. You will receive a decision from a Reviewing Officer within 10 calendar days.

**SATISFIED WITH THE RESULTS?**



**THE END**

**UNSATISFIED?**

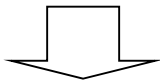


**ASK FOR AN APPEAL REVIEW  
IN WRITING WITHIN 10 DAYS**

### **STEP 2. APPEAL REVIEW.**

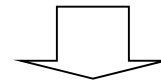
If you are not satisfied with the Reviewing Officer's decision, you may ask for an Appeal Review, in writing, within 10 calendar days. Attached is a form letter for your convenience. At the Appeal Review, you may have any representative by your side. (You will need to find your own representative; CIHA does not provide a representative for you.) The Executive Director, Housing Programs staff, your representative, and you will be present. At that time, those present will discuss the events leading up to the letter from CIHA. The Executive Director will then make a decision.

**SATISFIED WITH THE RESULTS?**



**THE END**

**STILL UNSATISFIED?**



**ASK FOR A FORMAL HEARING  
IN WRITING WITHIN 10 DAYS**

### **STEP 3. FORMAL HEARING.**

If you are not satisfied with the Executive Director's decision, you may ask for a Formal Hearing in writing, within 10 calendar days. Attached is a form letter for your convenience. At least three members of the CIHA Board will sit on the Hearings Panel and will conduct the hearing. The Hearings Panel members will speak for the full Board and the decision of the Hearings Panel is final.

**FINAL DECISION - NO FURTHER APPEAL STEPS ARE AVAILABLE**







