



## ECI Policy Guidelines Appeal Process Tool BB

An Early Childhood Iowa Area (ECIA) board's local appeal policy provides community residents, recipients of services, potential community service providers and the current contracted service providers a structured process with timeframes by which they may express a concern by appealing to the board.

A policy defining the ECIA's appeal process is not required; however, it follows good practice for a community board with authority for public funds and community services to adopt an appeal process.

### VERBAL APPEAL (optional):

1. A verbal concern is voiced at a ECIA board meeting.
2. Board members hear the concern.
3. Board members respond to the concern.
4. Assure the concern is resolved by a direct question and the response.
5. In the event the concern is not resolved, offer the person(s) an opportunity to follow the written appeal process.

### WRITTEN APPEAL:

ECIA board establishes in policy or by-laws an appeals committee made up of either a quorum of the board, an executive committee, or by various members of the board who are responsible to review appeals and have the authority to determine and issue a response to the appellant.

#### Step I:

- A. Appeal of concern is put in writing by person(s)
- B. Written appeal is submitted to the board Chair
  1. Appeal is submitted by certified mail, return receipt requested

#### Step II:

- A. A time frame is stated for between receipt of the written appeal and the time the appeals committee will review the appeal and issue a written response.
  1. A time frame, within 10 working days, is suggested as reasonable for the appeal committee to meet, review, and issue written response.
  2. Appeal committee's decision is issued from the board Chair to the person(s) submitting the appeal.
    - a. The decision/response to the appeal is returned certified mail, return receipt requested.

In the event the appellant wishes to continue with a process to appeal the decision/response, the next option would be through the judicial/legal system.

