




**Corporate Offices/Programs**

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Policy Statement: Tri-CAP is committed to providing due process for participants in making an appeal related to discrimination, eligibility determination, and how they have been treated.

## Appeal Process

YOU HAVE THE RIGHT TO APPEAL a decision about your status with any of Tri-CAP's programs.

If you do not agree with a decision that has been made about your eligibility or involvement in any Tri-CAP programs or if you feel you have been treated unfairly because of your race, national origin, religion, gender, age, marital status, political beliefs, sexual orientation, or physical, mental or emotional stability, please follow these steps listed below:

1. If you received specific appeal procedures for a program required by a funding source, those must be followed first.
2. When you receive a denial of service, you have 30 days to appeal to the Program Director. You can do this by scheduled appointment or in writing. The Program Director has 10 working days to respond back in writing to you.
3. If this does not resolve your appeal, within 10 working days of the last response, you can appeal to the Executive Director. You can do this by scheduled appointment or in writing. The Executive Director has 10 working days to respond to you in writing.
4. If the Executive Directors' response does not resolve the appeal, this is the next step. Within 10 working days write to the Tri-CAP Board Chair. This is the address:  
Board Chair  
Tri-County Action Program, Inc.  
P.O. Box 683  
Waite Park, MN 56387

Within 30 days, the Board Chair will review the appeal. They will respond to you in writing.

5. If you feel the Board Chair's decision does not resolve your appeal, you may contact the program funding source. Tri-CAP staff will help you do this.

*Helping People. Changing Lives.*  
| [www.tricap.org](http://www.tricap.org) |