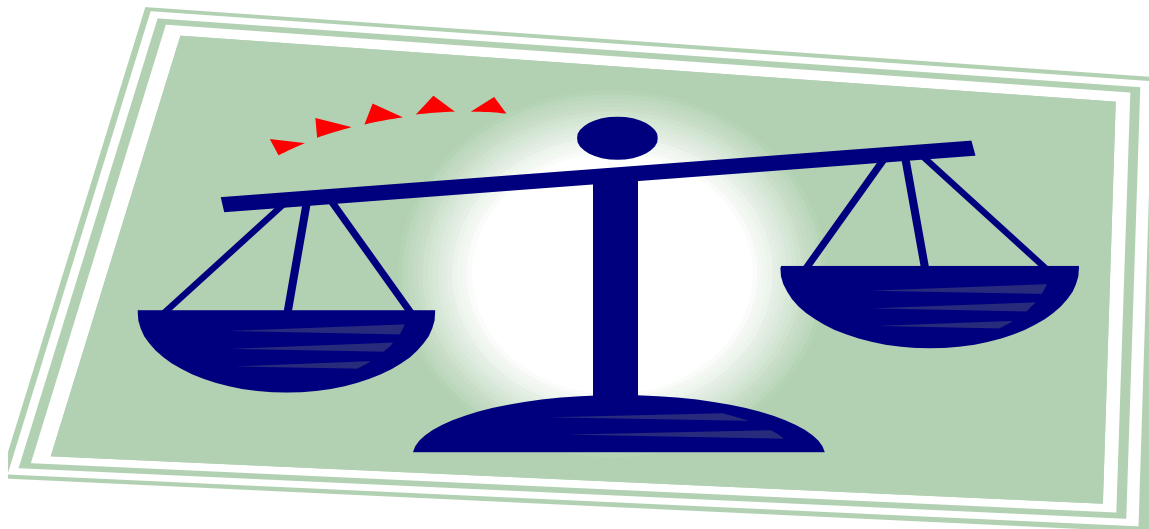


Lake Community Action Agency, Inc.  
501 N. Bay Street  
Eustis, FL 32726

Phone: (352) 357-5550  
Fax Number: (352) 483-2298



### **APPEAL PROCESS (Approval/Denial of Services)**

**Any applicant or client whose application for assistance is denied or not acted upon with Reasonable Promptness has the right to request a conference with the program director.**

**If not satisfactorily resolved by the director, the customer has the right to appear before the executive director of the agency.**

**At this step, the customer will be required to put his/her request in writing within seven (7) working days.**

**If not satisfactorily resolved by the executive director, the customer has the right to request an appearance before the committee of the board within ten (10) working days.**

**All final recommendations and actions will then come before the board of directors of the agency.**

**The customer will receive written correspondence on all actions taken.**

**Signature of Client**

**Date**

**Signature of Case Worker**

**Date**