



5508 N. 50th Street Tampa, FL 33610 Suite 7 | 813-626-4926- Ext 190

CUSTOMER COMPLAINT AND APPEALS POLICY

A Weatherization Assistance Program (WAP) applicant has the right of complaint and/or appeal if:

- you are dissatisfied with the service delivery;
- your application was not processed in a timely fashion (i.e. approximately 30 days after you submit all your required information to the agency);
- you disagree with the outcome of your application;
- you have a customer service complaint against an employee).

Level One

1. The first step in the appeal process is an initial conference at Tampa Hillsborough Action Plan, Inc. (THAP). The applicant must request a conference within 30 days of receipt of a notice of a decision on the applicant’s application. You may request a conference by contacting:

Tampa Hillsborough Action Plan, Inc. - Weatherization Assistance Program
813-626-4926 Ext 190

The initial conference will be held by the WAP Director at THAP. The purpose of this conference is to ensure that the applicant understands the outcome of the application and/or the reason for delay. The WAP Director will respond within 15 Working days of receipt of written complaint.

2. If the applicant is dissatisfied with the initial conference decision, they may appeal in writing to the THAP Chief Executive Officer (CEO). After reviewing the appeal, THAP’s CEO will send a written response within 15 working days as to the outcome.
3. If the applicant is still not satisfied with the outcome and are unable to resolve the difficulty, they may appeal to the THAP Board of Directors for the final agency hearing. The THAP Board of Directors will respond in writing within 15 working days. The response must clearly state the final outcome of the appeal, that the decision is final, and if the application, the circumstances under which the applicant may reapply for services. If the applicant has completed the three step process at the local level and still is not satisfied with the decision, the applicant may proceed with level two of the process by contacting the Florida Department of Economic Opportunity in writing via mail, email.

Florida Department of Economic Opportunity - Division of Community Development
Weatherization Assistance Program - Office: 850-717-8451 / Fax: 850-488-2488

Level Two

The Florida Department of Economic Opportunity will review the matter with input from any involved party, and advise both the applicant and THAP of the decision.

Level Three

If the applicant is dissatisfied by the state’s conclusion, they may send a written complaint to the United States Department of Energy, the final step on the process.

These are your rights. If you do not understand them, please contact the WAP Program Director at Tampa Hillsborough Action Plan, Inc. 813-626-4926.

Applicant Signature: _____

Date: _____

Agency Representative: _____

Date: _____