



The State of Alaska Department of Commerce, Community, and
Economic Development

Community Development Block Grant – Disaster Recovery

Program Wide

Appeals and Complaints Policy and Procedure Manual

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Version History

Version	Date	Summary Description
1.0	04/22/2026	Publication of Version 1.0 of THE STATE OF ALASKA CDBG-DISASTER RECOVERY APPEALS AND COMPLAINTS POLICY MANUAL

The State of Alaska CDBG-DR Complaints & Appeals Policy Manual

1. Purpose and Overview of the Program

1.1 Use of this Document

This document is a high-level policy manual created by the State of Alaska Department of Commerce, Community, and Economic Development (DCCED) and applies to all activities funded under Alaska's CDBG-DR award for the 2022 Typhoon Merbok disaster, including activities carried out directly by the State and those administered by subrecipients, partners, contractors, and vendors acting on behalf of the State or a subrecipient.

This policy implements and operationalizes the State of Alaska CDBG-DR Citizen Participation Plan (CPP), including the CPP provisions for Access to Records and Complaints.

- Where this policy provides additional operational detail (e.g., intake, timeframes, levels of review, documentation standards), the CPP remains the controlling public-facing framework for citizen participation, and this policy governs internal and subrecipient procedures for implementation.
- Nothing in this policy limits any right a person may have to submit concerns directly to State or federal oversight offices or to pursue remedies under other laws.

If there is a conflict between this policy and any subrecipient procedure, the more protective requirement (i.e., the requirement that provides greater access, due process, or timeliness) applies unless otherwise directed by DCCED in writing.

If a submission includes elements of more than one track (e.g., an appeal alleging discrimination; a complaint alleging fraud), DCCED and/or the subrecipient will triage the submission and may run parallel handling steps (e.g., process appeal timeline while also making a required referral), documenting the basis for any routing decisions.

DCCED will make this policy available to subrecipients and will require subrecipients to publicly post and publish clear instructions for filing appeals and complaints, including the required contact information and submission methods, consistent with this policy (or maintain an equivalent procedure meeting the minimum standards established herein).

1.2 Program Authorization

This policy is informed by, and will be implemented consistent with, the following authorities and requirements (among others):

- Alaska CDBG-DR Citizen Participation Plan (CPP), including Section 2.11 Access to Records and Section 2.12 Complaints.
- **HUD CDBG-DR Consolidated Notice complaint-response standard:** written response within 15 calendar days or document why additional time is required; fraud/waste/abuse concerns should be forwarded to HUD OIG.
- **Record retention requirements for federal awards:** retain records for three years from submission of the final financial report, with standard exceptions (e.g., litigation/audit).
- **CDBG record retention expectation (State CDBG baseline):** retain records for the greater of three years from closeout or longer as required by other laws/regulations.

- **Fair housing discrimination reporting:** HUD/FHEO intake channels (online/phone/mail) for housing discrimination complaints.

1.3 Purpose and Guiding Principles

The purpose of this policy is to ensure that:

1. Direct beneficiaries (applicants/participants) have a fair, timely, and documented process to request reconsideration and to appeal adverse determinations affecting eligibility, assistance, or participation; and
2. Citizens, subrecipients, and beneficiaries can submit complaints related to program administration, service delivery, accessibility, civil rights, or potential misuse of funds, with clear pathways for review and response; and
3. DCCED and subrecipients maintain consistent documentation to support transparency, oversight, and continuous improvement.

All appeals and complaints will be handled consistent with these principles:

- **Accessibility:** Procedures will be accessible to people with disabilities and individuals with Limited English Proficiency (LEP), consistent with the CPP's accessibility commitments and related civil rights requirements.
- **Non-retaliation:** No person will be subjected to intimidation, retaliation, or adverse treatment for filing a complaint or appeal, participating in an investigation, or requesting an accommodation.
- **Timeliness:** DCCED and subrecipients will respond within established timeframes or document why additional time is necessary and provide a status update. (See later sections for specific timelines.)
- **Consistency and due process:** Similar issues will be resolved using the same standards, and appellants will have a meaningful opportunity to submit information relevant to the decision.
- **Independence (where practicable):** Appeals will be reviewed by someone who did not make the original decision, when feasible.
- **Confidentiality:** Information will be handled discreetly and shared only as necessary for review, oversight, or referral, subject to applicable disclosure laws and audit/monitoring requirements.

1.4 Scope and Definitions

This policy applies to the intake, tracking, review, resolution, and documentation of:

- Appeals of adverse determinations affecting applicants/participants in direct beneficiary programs (e.g., housing rehabilitation, homeowner assistance, or other direct assistance activities), including determinations made by subrecipients on the State's behalf; and
- Citizen complaints regarding general program administration, service issues, accessibility concerns, and other grievances related to the CDBG-DR Action Plan, amendments, performance reporting, or implementation; and
- Civil rights / accessibility / fair housing complaints (triaged for internal handling and/or referral as appropriate); and
- Fraud, waste, abuse, or mismanagement allegations, which require referral pathways to appropriate oversight entities (including HUD OIG).

Definitions for purposes of this policy include:

- **Adverse determination:** A decision that negatively affects a person's eligibility, participation, assistance amount, conditions of assistance, continuation in a program, or other material benefit.
- **Appeal:** A formal request for review of an adverse determination, supported by facts and/or documentation, made within the allowed timeframe and reviewed under the standards described in this policy.
- **Applicant/Participant (Direct Beneficiary):** An individual or household that applies for, is determined eligible for, or receives assistance under a direct beneficiary CDBG-DR program.
- **Citizen complaint (Complaint):** A written or oral expression of dissatisfaction or concern regarding the State's or a subrecipient's administration of CDBG-DR, service delivery, staff conduct, timeliness, accessibility, or related program matters.
- **CPP:** The State of Alaska CDBG-DR Citizen Participation Plan
- **Civil rights complaint:** A complaint alleging discrimination or denial of rights or access on a protected basis or under applicable civil rights laws, including but not limited to Title VI, Section 504, ADA, and the Fair Housing Act (as applicable to the activity).
- **Confidential complaint:** A complaint where the complainant requests that their identity be protected to the extent permitted by law and necessary oversight.
- **DCCED:** Alaska Department of Commerce, Community, and Economic Development.
- **DCRA / Grants Administration:** DCCED's Division of Community and Regional Affairs (DCRA) function administering CDBG-DR for Typhoon Merbok (as reflected on the State's program page).
- **Fraud, Waste, and Abuse (FWA):** Allegations involving theft, deception, misuse of funds, kickbacks, bribery, false statements, bid rigging, or other wrongdoing relating to HUD-funded programs.
- **Grantee:** The State of Alaska, acting through DCCED/DCRA, as recipient of the CDBG-DR award(s).
- **Notice of Determination and Appeal Rights:** A written notice issued by DCCED or a subrecipient that communicates an adverse determination and explains how and by when the applicant/participant may request informal resolution and/or file an appeal.
- **Ombudsman:** The Alaska Ombudsman office identified in the CPP as the designated complaint-handling procedure for citizen complaints.
- **Subrecipient:** A unit of general local government, nonprofit, tribal entity, regional organization, or other eligible entity that receives a CDBG-DR subaward from the State to carry out a CDBG-DR activity, including entities responsible for making determinations affecting applicants/participants.
- **Business day / Calendar day:**
 - **Calendar day** means every day on the calendar.
 - **Business day** means a day State offices are open for business.
 - If a deadline falls on a non-business day, the deadline is extended to the next business day unless otherwise stated.

1.5 Roles and Responsibilities

1.5.1 State (Grantee) Responsibilities — DCCED/DCRA

DCCED/DCRA, as the Grantee, will:

1. Maintain statewide procedures and minimum standards for appeals and complaints and require subrecipients to adopt these standards (or maintain equivalent procedures meeting or exceeding them).
2. Provide intake capability for appeals and complaints submitted directly to the State, including mechanisms for accessibility and accommodations.
3. Ensure due process for direct beneficiaries, including clear notice of determinations and appeal rights when an adverse determination is issued (by the State or by a subrecipient).
4. Perform oversight and second-level review of certain appeals and/or complaints as established in later sections of this policy (including when systemic issues or conflicts of interest are identified).
5. Maintain a complaints/appeals tracking system (log) at the State level sufficient for monitoring, reporting, and audit support, and require subrecipients to maintain their own logs.
6. Implement record retention consistent with federal requirements and CDBG-DR expectations.

1.5.2 Subrecipient Responsibilities (minimum requirements)

Each subrecipient administering a direct beneficiary program and/or otherwise interacting with beneficiaries or the public must:

1. Designate a Complaints & Appeals Coordinator responsible for intake, logging, routing, and timely written responses.
2. Post and publish (at offices and on any subrecipient program webpage) the contact information and process for filing appeals and complaints, including required civil rights and fraud referral information, and accommodation requests.
3. Issue written adverse determinations to applicants/participants that include appeal rights (content standards will be detailed under Track A).
4. Provide informal resolution and first-level review consistent with State timelines and documentation standards, and elevate cases to DCCED when required by this policy.
5. Retain records and logs and make them available for State monitoring and HUD oversight in accordance with federal requirements.

1.5.3 Alaska Ombudsman Role (Citizen Complaints Pathway)

Consistent with the CPP, Alaska has designated a complaint-handling procedure that directs citizen complaints related to the CDBG-DR action plan, amendments, and performance reports to the Alaska Ombudsman, which provides a timely, substantive written response within a 15 working-day period.

1.5.4 HUD OIG Role (Fraud/Waste/Abuse Referral)

Complaints alleging fraud, waste, or abuse of government funds must be routed consistent with the Consolidated Notice standard and CPP language to the HUD Office of Inspector General (OIG) Hotline.

1.5.5 State Section 504 Coordinator/Accessibility Role

Consistent with the CPP, complaints regarding accessibility may be reported to the State's 504 Coordinator identified in the CPP, and DCCED will administer programs free from discrimination and in compliance with applicable civil rights statutes.

1.5.6 HUD/FHEO Role (Fair Housing Discrimination Complaints)

Individuals who believe they have experienced housing discrimination may report it through HUD/FHEO's intake channels (online/phone/mail), and DCCED/subrecipients will provide referral information when complaints raise potential fair housing violations.

The State of Alaska/DCCED may administer the program directly and/or through subrecipients. While the State intends to mainly enter into agreements with subrecipients, there may be regions or communities in the disaster-impacted areas where services may only be available through the State. The program policies or public funding announcements will provide information on how qualified providers will receive awards to provide eligible services to eligible applicants. The State may allocate funds to eligible subrecipients and/or competitively procure service providers.

2. Intake Channels and Accessibility Requirements (All Tracks)

2.1 General Rule: Multiple Accessible Ways to Submit

DCCED and all subrecipients must provide the public, applicants, and participants with multiple accessible options to submit appeals and complaints, including at least mail, email, telephone, and an online submission option, where available. Submission channels must be clearly posted and easy to find. DCCED will maintain current statewide contact information for the Typhoon Merbok CDBG-DR program on the official program webpage.

No "wrong door" principle: If a complaint/appeal is submitted to the wrong entity or in the wrong format, the receiving entity must assist with routing to the appropriate track and document the action taken.

Overlapping Issues: If a submission includes elements of more than one track (e.g., an appeal alleging discrimination; a complaint alleging fraud), DCCED and/or the subrecipient will triage the submission and may run parallel handling steps (e.g., process appeal timeline while also making a required referral), documenting the basis for any routing decisions. If a submission includes both complaint and appeal elements, staff must triage and process the submission under both tracks as appropriate.

2.2 Routing: Where to Submit by Topic

To reduce delay and ensure proper handling, DCCED and subrecipients will route submissions as follows (details are provided in later sections):

2.2.1 Track A: Direct Beneficiary Appeals

Appeals of adverse determinations (eligibility, assistance amount, DOB decisions, termination, etc.) should be submitted to the entity issuing the determination (State or subrecipient) using the channels stated in the determination notice and subrecipient postings.

2.2.2 Track B: Citizen Complaints

Consistent with Alaska's CPP, citizen complaints related to the CDBG-DR Action Plan, substantial amendments, and performance reports may be submitted to the Alaska Ombudsman, which provides a timely, substantive written response within 15 business days.

Complaints should be sent via email or by US Postal Mail to:

Alaska Ombudsman

1500 West Benson Blvd.
Anchorage, AK 99503
Email: ombudsman@akleg.gov
Phone: 907-269-5290

The Ombudsman also accepts complaints through a secure, confidential online portal at <https://ak-ombuds.i-sight.com/portal>.

2.2.3 Track C: Accessibility/Disability Accommodation Concerns (Section 504/ADA)

Complaints regarding accessibility may be reported to the State's 504 Coordinator identified in the CPP:

State 504 Coordinator:

David Newman, State 504 Coordinator
P.O. Box 110800
Juneau, AK 99811-0800
Email: david.newman@alaska.gov
Phone: 907-465-2500
TDD: 907-465-5437
Fax: 907-465-5442

2.2.4 Track C: Fair Housing/Discrimination Complaints (HUD/FHEO referral pathway)

Individuals may submit housing discrimination complaints to HUD Office of Fair Housing and Equal Opportunity (FHEO) using HUD's online, phone, or mail options. DCCED and subrecipients will also accept and triage such complaints under Track C and provide referral information.

2.2.5 Fraud, Waste, or Abuse (FWA) Concerns

Complaints alleging fraud, waste, or abuse of government funds will be forwarded to the HUD OIG Fraud Hotline (phone: 1-800-347-3735; email: hotline@hudoig.gov), consistent with the CPP.

2.3 Minimum Information Requested for Any Submission

To support timely review, DCCED and subrecipients will request (but not require as a condition of intake) the following information:

- Name, preferred contact method, and contact details (or request for confidentiality/anonymity)
- Program name and, if known, application/participant ID or case number
- A clear description of the issue, including relevant dates and names (if known)
- Desired resolution (if any)
- Copies of relevant letters/notices, determinations, receipts, or other supporting documents (if available)
- Any request for reasonable accommodation, auxiliary aids/services, or language assistance

2.4 Accessibility and Language Access Requirements

DCCED and subrecipients must ensure intake and communications are accessible and effective:

- **Reasonable accommodations / effective communication:** DCCED will administer programs in compliance with civil rights requirements, including Section 504 and ADA effective communication expectations, as reflected in the CPP.
- **LEP (Limited English Proficiency):** Upon request, DCCED and subrecipients will provide language assistance consistent with the CPP commitments to make documents and communications accessible to LEP individuals.
- **Alternative formats:** Upon request, key notices and written responses will be provided in alternative formats (e.g., large print) when feasible.

2.5 Intake Acknowledgement, Logging, and Tracking

State and subrecipient minimum standards:

- Date-stamp and log all appeals and complaints upon receipt (including those received by phone).
- Acknowledge receipt to the complainant/appellant when contact information is provided. A best-practice target is acknowledgement within five (5) business days, or sooner where feasible.
- Maintain a unique ID for each submission to support monitoring, reporting, and audit readiness.
- If a submission involves allegations requiring immediate referral (e.g., FWA), record the referral action and date.

2.6 Confidentiality and Anonymous Submissions

- DCCED and subrecipients will protect confidentiality to the extent permitted by law and necessary oversight.
- Anonymous complaints will be accepted; however, inability to contact the complainant may limit the ability to investigate or provide a written response.
- Submissions will not be processed through informal channels that cannot be reliably logged (e.g., social media direct messages). Where such messages are received, staff will direct the individual to an approved intake channel.

2.7 Subrecipient Posting Requirements

Each subrecipient must publicly post, at a minimum:

- Complaint and appeal contact information (mail, email, phone, and any web portal used)
- A short description of how to file and expected timelines
- The Alaska Ombudsman contact information for citizen complaints (or an equivalent process that meets CPP minimum standards)
- The HUD OIG referral statement and contact information for fraud/waste/abuse allegations
- Information on how to request disability accommodations and the State 504 Coordinator contact
- Fair housing discrimination reporting options via HUD/FHEO

3. Track A: Direct Beneficiary Appeals Process

3.1 Purpose and Applicability

This Track establishes the minimum due process standards for direct beneficiary appeals, including appeals related to owner-occupied housing and any other direct assistance activity funded under Alaska's CDBG-DR 2022 Typhoon Merbok response.

This Track applies when an applicant/participant seeks review of an adverse determination, including determinations made by a subrecipient acting on the State's behalf.

3.2 Appealable Determinations

Unless otherwise stated in a specific program policy, the following are generally appealable under this Track:

- Eligibility determinations (including denial or later determination of ineligibility)
- Assistance type, award amount, cost reasonableness adjustments, or benefit calculation outcomes
- Duplication of Benefits (DOB) determinations and related reductions
- Denial/termination of participation or assistance
- Recapture, repayment, or similar adverse financial action
- Other adverse actions that materially affect benefits or participation

Not appealable under this Track: general program design choices (e.g., a published eligibility rule applicable to all applicants) are addressed through Citizen Complaints (Track B) unless the complainant alleges discriminatory application or denial of access (Track C).

3.3 General Standards for All Appeals

DCCED and subrecipients must administer appeals consistent with the following minimum standards:

1. **Meaningful opportunity to be heard:** Appellants may submit supporting documentation and explanations relevant to the adverse determination.
2. **Accessible process:** Appellants may request reasonable accommodations and language assistance consistent with this Policy and CPP accessibility commitments.
3. **Independence where practicable:** Appeals must be reviewed by staff who were not the original decision-maker, where feasible. If that is not feasible due to staffing constraints, the reviewer must document the reason and use enhanced supervisory review.
4. **No wrong door:** If an appeal is submitted to the wrong entity (State vs. subrecipient) or via an acceptable alternate channel, the receiving entity must assist with routing and document the action taken.
5. **Documentation:** Each appeal must be logged and retained as described in this Policy.

3.4 Required Notice of Determination and Appeal Rights

When the State or a subrecipient issues an adverse determination, it must provide a written notice to the applicant/participant that includes, at a minimum:

A. Determination information

- Determination type (e.g., eligibility denial; award reduction; DOB reduction)
- Date of determination
- Clear description of the outcome (approved/denied/reduced/terminated)
- Specific reasons for the determination, with reference to the program policy/standard applied
- Summary of evidence relied upon (or how the applicant can access the case file)

B. Appeal rights and how to file

- Statement of the right to request an informal resolution and/or a formal appeal
- Where and how to submit (mail/email/phone/web if available), including the correct recipient (subrecipient vs. State)
- Filing deadline (Section 3.6)
- Statement that the appellant may submit supporting documents and an explanation
- How to request a copy of relevant records subject to privacy/redaction rules (consistent with CPP access commitments)

C. Accessibility and non-retaliation

- How to request accommodations or language assistance
- Non-retaliation statement

D. Second-level State review (when the subrecipient issued the determination)

- Statement that the appellant may request State second-level review if dissatisfied with the subrecipient's first-level appeal decision (Section 3.8)

3.5 Level 0: Informal Resolution

To promote timely resolution and reduce administrative burden, the State and subrecipients must offer an informal resolution option for appeals that do not involve fraud allegations or a civil rights allegation requiring Track C handling.

Informal resolution may include:

- Clarifying what documentation is needed
- Correcting clear administrative errors
- Rechecking calculations (e.g., DOB math, income computation errors)
- Explaining program rules and assisting with missing information

Informal resolution does not replace the right to file a formal appeal and does not shorten the filing deadline unless the appellant voluntarily agrees in writing to an adjusted schedule that still protects due process.

3.6 Level 1: First-Level Appeal

3.6.1 Where to Submit

- If the **subrecipient** issued the determination, the appellant submits the first-level appeal to the subrecipient using the channels listed in the notice and postings.

- If the **State** issued the determination, the appellant submits the first-level appeal to DCCED using State channels.

3.6.2 Filing Deadline

An appellant must submit a first-level appeal within thirty (30) calendar days of the date of the Notice of Determination and Appeal Rights.

- If the deadline falls on a non-business day, the deadline extends to the next business day.
- Late appeals may be accepted for good cause (e.g., hospitalization, displacement, mail disruption), at the reviewer's discretion, with a written justification in the case file.

3.6.3 Minimum Appeal Content

A first-level appeal should fill out and submit the [Grant Appeals Form](#) (Appendix B) which contains the following information:

- Appellant name and contact information (or representative, if applicable)
- Program/case identifier (if known)
- Copy of the determination notice (if available)
- Reason for appeal and any supporting documents
- Requested remedy (if any)
- Accommodation or language assistance request (if needed)

The absence of one item above does not permit rejection at intake; staff must assist the appellant to cure deficiencies.

3.6.4 Acknowledgement and Logging

- The receiving entity must log the appeal upon receipt and provide an acknowledgement of receipt when contact information is available.
- **Best-practice target:** acknowledgement within five (5) business days.

3.6.5 Review Standards and Decision Timeframe

A. Reviewer Assignment

- Appeals should be reviewed by staff not involved in the original determination, where practicable.

B. Review Actions

- Verify applicable policy/standard
- Review the case file and submitted documentation
- Request additional information if needed (with a reasonable deadline)
 - If additional information is requested, the written request will provide at least 7 calendar days to respond, and the decision timeframe will be extended accordingly
- If helpful, conduct an appeal conference (phone/virtual/in-person) at reviewer discretion

C. Written decision timeframe

- The reviewer will issue a written appeal decision within fifteen (15) calendar days of receipt or document why additional time is required and provide a status update.

3.6.6 Required Contents of the First-Level Appeal Decision

The written appeal decision must include:

- Decision date and appeal ID
- Statement of the issue(s) appealed
- Findings and rationale (what facts/policies were applied)
- Outcome (upheld/reversed/modified) and any corrective action
- If denied in whole or part:
 - Explanation of next steps and any remaining options, including State second-level review (if applicable), and
 - Instructions and deadline for requesting second-level review.

3.7 Extensions and Status Updates

Extensions may be necessary due to complexity, third-party verification delays, high caseload, or emergencies.

Minimum requirements:

- Any extension beyond the decision timeframe must be documented in the case file with the reason for the delay.
- The reviewer must provide the appellant with a written status update and the expected decision date.

3.8 Level 2: State Second-Level Review/Oversight

When a subrecipient issues the first-level appeal decision, the appellant may request State second-level review by DCCED.

3.8.1 When State Review is Available

State second-level review is available when:

- The first-level appeal is denied in whole or part, or
- The appellant alleges inconsistency in the application of policy, procedural errors, conflict of interest, or
- The matter appears systemic or high-risk as determined by DCCED.

3.8.2 Filing Deadline and Submission

The appellant must request State second-level review within fifteen (15) calendar days of the date of the first-level appeal decision.

The request must include:

- The first-level appeal decision
- A statement explaining why the appellant disagrees

- Any additional supporting documentation (if available)

3.8.3 State Review Standards

DCCED may:

- Affirm the subrecipient decision,
- Reverse or modify the decision,
- Remand to the subrecipient for additional fact-finding with instructions, and/or
- Require corrective actions (training, policy clarification, quality controls) where systemic issues are identified.

3.8.4 State Acknowledgement and Decision Timeframe

- DCCED will acknowledge receipt and log the request.
- DCCED will issue a written second-level decision within thirty (30) calendar days of acknowledgement or document why additional time is required and provide a status update.

3.8.5 Finality

The State's second-level appeal decision constitutes the program's final administrative action for purposes of this policy, unless otherwise specified by written direction of DCCED or required by applicable law.

3.9 Special Handling: Civil Rights, Accessibility, and Fraud Allegations within an Appeal

If an appeal alleges:

- Discrimination or denial of access/assistance based on a protected basis, disability, or LEP barriers, the matter must be triaged under Track C while the program also processes the appeal to the extent feasible.
- Fraud/waste/abuse, the entity must follow Section 2.2 referral requirements to HUD OIG and document the referral action.

3.10 Records, Logs, and Record Retention (Appeals)

3.10.1 Required Appeal File Contents

Each appeal file must include, at a minimum:

- Notice of Determination and Appeal Rights
- Appeal submission and supporting documentation
- Acknowledgement of receipt
- Notes of communications and any appeal conference documentation
- Evidence reviewed and any additional verification obtained
- Written decision (first-level and, if applicable, second-level)
- Documentation of any extensions and status updates

- Documentation of routing/triage (Track C or HUD OIG referral), if applicable

3.10.2 Appeal Log Requirements

DCCED and each subrecipient must maintain an Appeals Log that includes:

- Unique Appeal ID
- Applicant/Case ID (or other identifier)
- Program/Activity
- Determination Type
- Dates: Receipt, Acknowledgement, Decision(s)
- Outcome Category (upheld/reversed/modified/withdrawn)
- Whether State second-level review was requested and outcome
- Whether civil rights or fraud referral triage occurred (without disclosing sensitive details in the log)

3.10.3 Record Retention Minimum

Appeals records are federal award records and must be retained consistent with 2 CFR 200.334 (generally three years from submission of the final financial report, with standard exceptions such as litigation/audit).

Where CDBG-specific requirements apply, records must be retained consistent with CDBG expectations (e.g., State CDBG retention baseline under 24 CFR 570.490(d)) and any longer State requirements.

4. Track B: Citizen Complaints

4.1 Purpose and Applicability

This Track establishes the complaint process for citizens, applicants, participants, subrecipients, and other stakeholders to raise concerns about Alaska's CDBG-DR Typhoon Merbok program administration and service delivery, including concerns regarding:

- General program administration and implementation;
- Customer service and timeliness;
- Accessibility barriers (including disability access and language access);
- Staff conduct or professionalism;
- Concerns about compliance with the Action Plan, CPP, or program policies;
- Concerns related to contractors/vendors (where applicable);
- Concerns about potential misuse of program funds (with fraud/waste/abuse handled under Section 4.8).

This Track does not replace the Direct Beneficiary Appeals Process (Track A) for adverse determinations (eligibility/award/termination). If a submission includes both complaint and appeal elements, staff must triage and process the submission under both tracks as appropriate (Section 2.1).

4.2 Intake Channels

DCCED and subrecipients must accept citizen complaints through multiple channels and will not deny intake solely because a complaint is submitted in an incorrect format or to the wrong entity. Minimum channels include mail, email, and telephone. If an online form or portal is available, it may also be offered.

All complaints must be date-stamped (or otherwise documented for phone calls) and logged upon receipt (Section 4.7).

4.3 Where to Submit Citizen Complaints

4.3.1 Alaska Ombudsman

Consistent with Alaska's CDBG-DR Citizen Participation Plan (CPP), citizens may file complaints related to the CDBG-DR Action Plan, amendments, performance reports, and program administration through the Alaska Ombudsman. The CPP states that the Ombudsman provides a timely, substantive written response within 15 business days (Section 2.2.2).

4.3.2 Complaints Submitted Directly to DCCED or a Subrecipient

DCCED and subrecipients will also accept complaints submitted directly to them. When a complaint is received directly:

- If it is within the Ombudsman's CPP complaint scope (e.g., Action Plan/CPP administration concerns) and the complainant requests confidential handling or Ombudsman review, staff will provide Ombudsman referral information and, if requested by the complainant, assist with routing.
- If it concerns day-to-day service delivery, case management, intake, contractor coordination, or similar operational matters, DCCED/subrecipient will process the complaint under this Track and coordinate with the Ombudsman as appropriate.

4.4 Required Content of the Complaint Acknowledgment and Written Response

4.4.1 Acknowledgement of Receipt

When contact information is available, DCCED/subrecipients should acknowledge receipt of a citizen complaint and provide:

- Complaint ID (or reference number)
- Date Received
- Brief statement of the issue as understood
- Anticipated response timeframe
- Contact information for follow-up
- Accommodation/language assistance contact

Best-practice target: acknowledge within five (5) business days. (If the complaint is urgent or involves safety/access concerns, staff should acknowledge sooner.)

4.4.2 Substantive Written Response

The written response must include:

- Summary of the complaint

- Actions taken or planned to address the issue (or explanation of why no action is warranted)
- Any corrective steps, including timelines where applicable
- Referral information, if outside DCCED/subrecipient authority (e.g., HUD/FHEO, Ombudsman, HUD OIG)
- Appeal/escalation options (if any), including State oversight triggers and next steps

4.5 Response Timeframe Standard and Extensions (State and Subrecipients)

Minimum Standard:

The grantee and subrecipients must respond in writing within 15 calendar days of receipt of the complaint, or document why additional time is required.

Harmonization with CPP language:

The CPP describes a 15-working-day response expectation via the Ombudsman process. For purposes of this policy, DCCED and subrecipients will treat the Consolidated Notice's 15 calendar day standard as the minimum compliance benchmark, and will:

- Target resolution within the CPP's stated working-day timeframe when feasible; and
- If additional time is needed, provide a written status update and document the reason for the extension in the complaint file.

Extension Minimum Documentation Requirements:

- Reason for delay (e.g., need for third-party verification, staff availability, complexity, field inspection scheduling)
- Updated expected response date
- Whether interim mitigation steps were taken (if relevant)

4.6 Escalation and State Oversight

To ensure consistent program administration, DCCED may perform oversight of complaints received and handled by subrecipients.

Escalation to DCCED is required when:

- The complainant alleges a systemic issue affecting multiple households/communities;
- The complaint involves an alleged conflict of interest, misconduct, or a pattern of noncompliance;
- The subrecipient cannot resolve the complaint within the required timeframes;
- The complainant requests a State review after the subrecipient response and the issue relates to policy application, service delivery standards, or procedural fairness.

DCCED may require corrective actions, additional training, policy clarification, or other remedies where systemic deficiencies are identified.

4.7 Logs, Documentation, and Record Retention

4.7.1 Required Compliant File Contents

Each complaint file must include, at a minimum:

- The complaint (or documentation of phone complaint)
- Acknowledgement of receipt (if applicable)
- Any documents reviewed
- Notes of communications and actions taken
- Written response (or documentation of referral/closure)
- Extension/status update documentation (if applicable)
- Referral documentation (Track C, HUD OIG, Ombudsman), if applicable

4.7.2 Complaint Log Requirements

DCCED and each subrecipient must maintain a Complaint Log that includes:

- Unique Complaint ID
- Date Received and Acknowledgement Date (if applicable)
- Complainant Type (citizen, applicant/participant, subrecipient staff, anonymous)
- General Issue Category (service, timeliness, accessibility, policy concern, integrity concern, etc.)
- Category Flag (e.g., civil rights, 504, ADA, LEP, Fair Housing, as applicable)
- Whether it was routed to Ombudsman, Track C, or HUD OIG (without recording sensitive details)
- Date of Closure/Written Response
- Outcome Category (resolved, referred, not substantiated, corrective action taken)

4.7.3 Record Retention

Complaint records are federal award records and must be retained consistent with 2 CFR 200.334 (generally three years from submission of the final financial report, with standard exceptions such as litigation/audit.)

Where CDBG-specific requirements apply, retain records consistent with CDBG expectations (e.g., 24 CFR 570.490(d) baseline) and any longer State requirements.

4.8 Fraud, Waste, Abuse, and Other Integrity Allegations (Required Referral)

Complaints alleging fraud, waste, or abuse of government funds must be handled with special care:

1. **Do not investigate beyond program authority.** Staff should preserve relevant documentation and avoid actions that could compromise an investigation.
2. **Referral requirement:** Complaints regarding fraud, waste, or abuse of government funds should be forwarded to the **HUD OIG Fraud Hotline** (phone: 1-800-347-3735; email: hotline@hudoig.gov), consistent with the CPP and Consolidated Notice expectations.
3. **Document the referral:** Record the date and method of referral in the complaint file and log, without recording sensitive details in the log.
4. **Non-retaliation:** Ensure complainants and cooperating witnesses are protected from retaliation.

4.9 Subrecipient Posting Requirement

Each subrecipient must, at a minimum:

- Post the complaint and appeal contact process prominently at program offices and on the subrecipient's website (if any).
- Include: mail/email/phone; accommodation request language; and expected timeframes.
- Either:
 1. Adopt Alaska's complaint process (including the Ombudsman pathway), or
 2. Maintain an equivalent process that meets or exceeds the minimum standards in this policy, including:
 - Acceptance through multiple channels,
 - Logging and acknowledgement,
 - Written response within 15 calendar days or documented extension, and
 - Required referral information (Ombudsman, HUD OIG, HUD/FHEO, and State 504 Coordinator contact as applicable).

DCCED will review subrecipient complaint procedures during monitoring and may require corrective action if the subrecipient's process is not equivalent or not effectively implemented.

5. Track C: Civil Rights / Section 504 / Fair Housing / ADA / Title VI Complaints

5.1 Purpose and Applicability

This Track establishes how DCCED and subrecipients will receive, triage, document, and resolve civil rights and accessibility-related complaints associated with Alaska's CDBG-DR Typhoon Merbok programs, including complaints alleging:

- Discrimination on a protected basis (race, color, national origin, sex, religion, familial status, disability, etc., as applicable to the program/activity);
- Denial of meaningful access for individuals with Limited English Proficiency (LEP);
- Denial of a reasonable accommodation or effective communication;
- Accessibility barriers for individuals with disabilities (including physical and digital access barriers) under Section 504 and the ADA; and/or
- Fair Housing Act discrimination in housing-related activities.

This Track applies to complaints received from any source, including citizens, applicants/participants, subrecipient staff, contractors, advocates, or anonymous complainants.

This Track operates alongside Tracks A and B when submissions overlap (e.g., an appeal that alleges disability discrimination; a service complaint that includes an LEP access barrier).

5.2 Non-Retaliation and Confidentiality Expectations

5.2.1 Non-Retaliation

DCCED and subrecipients prohibit intimidation, coercion, retaliation, or adverse treatment against any individual for:

- Filing a civil rights complaint,
- Requesting an accommodation or language assistance,
- Participating as a witness or providing information, or
- Exercising rights under civil rights laws.

5.2.2 Confidentiality

DCCED and subrecipients will protect confidentiality to the extent permitted by law and necessary oversight. Civil rights complaints often include sensitive personal information and must be handled on a need-to-know basis.

- Staff must avoid unnecessary disclosure of disability- or immigration-related information and other sensitive details.
- Records must be maintained consistent with record retention requirements while applying appropriate privacy safeguards.

5.3 Intake Channels and Accessible Submission

Civil rights complaints may be submitted through any complaint channel described in Section 4.2, including through the Alaska Ombudsman pathway referenced in the CPP, and directly to DCCED or a subrecipient.

Consistent with the CPP, complaints regarding accessibility may also be submitted to Alaska's State 504 Coordinator (Section 2.2.3).

5.4 Triage and Immediate Actions

Upon receipt of a complaint that may involve civil rights, accessibility, LEP access, or fair housing:

1. Log and acknowledge the complaint consistent with Section 4.7 (including a complaint ID).
2. Triage within five (5) business days (best-practice target) to determine:
 - Whether it alleges discrimination or denial of rights/access,
 - Whether an immediate accommodation or communication support is needed, and
 - Whether referral to an enforcement agency is appropriate.
3. Implement immediate mitigation when feasible (e.g., provide interpretation, provide an accessible format, correct a clear access barrier) while the complaint is being reviewed.
4. Preserve relevant records and ensure the involved staff do not delete or alter relevant communications.

5.5 Handling LEP and Reasonable Accommodation Requests

Many "civil rights" issues are resolved quickly through effective access steps without requiring a formal finding.

- **LEP access:** If the complaint indicates language barriers, DCCED/subrecipient must promptly offer interpretation and translate key vital documents as appropriate, consistent with the CPP's access commitments.
- **Reasonable accommodations / effective communication:** If the complaint involves a disability-related barrier, DCCED/subrecipient must promptly engage in an interactive process (as applicable) and provide reasonable modifications, auxiliary aids/services, or alternative formats where required.
- **Documentation:** All access actions taken (interpretation, accommodation, alternative formats) must be documented in the complaint file.

5.6 Referral Pathways and Coordination with HUD/FHEO

5.6.1 Fair Housing Act Discrimination Complaints

If the complaint alleges housing discrimination (e.g., denial of housing assistance, disparate treatment in housing-related services, or discriminatory terms/conditions), staff must provide complainants with referral information for HUD Office of Fair Housing and Equal Opportunity (FHEO) and may assist with referral upon request. HUD provides reporting options online, by phone, and by mail.

5.6.2 When to Refer vs. When to Address Internally

DCCED/subrecipients will not discourage complaints to HUD/FHEO or other enforcement bodies. The program may also address issues internally where appropriate, including:

- Correcting an access barrier,
- Re-training staff,
- Correcting a policy implementation gap,
- Revising forms/notices to improve compliance,
- Ensuring consistent service standards.

When the matter is referred externally, DCCED/subrecipients will still:

- Document the referral,
- Preserve records,
- Cooperate with requests from enforcement agencies, auditors, and HUD oversight, consistent with confidentiality rules.

5.7 Response Timeframe and Extensions

DCCED and subrecipients will provide a written response to civil rights/accessibility-related complaints within 15 calendar days of receipt, or document why additional time is required and provide a status update, consistent with the Consolidated Notice complaint response standard.

Where immediate mitigation is possible (e.g., providing interpretation or an accessible format), DCCED/subrecipients should not wait for the final written response to implement that mitigation.

5.8 Documentation Requirements

Each civil rights complaint file must include:

- Complaint intake record and any supporting materials

- Triage decision notes (why Track C applies; any parallel track handling)
- Accommodation/LEP access actions taken and dates
- Any interviews/communications conducted
- Findings and rationale (if a determination is made)
- Written response to the complainant (or referral confirmation)
- Documentation of any referrals (HUD/FHEO and/or other offices) without unnecessary disclosure of sensitive details
- Any corrective actions taken (training, policy updates, QA steps)

5.9 Separate Logging and Privacy Protections

DCCED and subrecipients must maintain the ability to track civil rights complaints for oversight while protecting sensitive information.

Minimum standard:

- Civil rights complaints must be identifiable in the Complaint Log (Section 4.7.2) by Category Flag (e.g., “civil rights/504/ADA/LEP/Fair Housing”), but the log should not contain detailed medical/disability information or other sensitive narrative.
- Files must be stored in a manner that limits access to personnel with a legitimate need to know.

5.10 Relationship to Track A (Appeals) and Track B (Complaints)

When a civil rights complaint is received in connection with:

- An eligibility denial or other adverse determination (Track A), the program must continue processing the appeal while also triaging and addressing the civil rights/access issue.
- A general service complaint (Track B), the program must continue processing the complaint and implement immediate mitigation where feasible.

5.11 Subrecipient Requirements

Each subrecipient must:

1. Post civil rights complaint information and accommodation request language alongside complaint/appeal postings (Section 2.7).
2. Train staff to recognize civil rights triggers (LEP barriers, accommodation requests, discrimination allegations) and to route to Track C promptly.
3. Notify DCCED of any civil rights complaint alleging systemic discrimination, repeated access barriers, or patterns of inconsistent treatment within five (5) business days of receipt (best-practice minimum).
4. Cooperate with DCCED monitoring and any HUD/FHEO inquiries.

6. Fraud, Waste, and Abuse (FWA) and Program Integrity Referrals

6.1 Purpose

This section establishes minimum requirements for handling allegations or indicators of fraud, waste, abuse, or mismanagement relating to Alaska's CDBG-DR Typhoon Merbok programs, including allegations involving applicants/participants, subrecipients, contractors, vendors, or program staff.

6.2 Required Referral to HUD OIG

When a complaint, appeal, or other report includes allegations of fraud, waste, or abuse of government funds, DCCED and subrecipients must promptly forward the matter to the HUD Office of Inspector General Hotline (in addition to any internal administrative steps permitted by program policy).

- Hotline phone: 1-800-347-3735
- An online hotline form also exists and may be used.
- Alaska's CDBG-DR Typhoon Merbok program page also directs the public to report fraud, waste, and abuse concerns through HUD reporting resources.

6.3 Intake and Handling Standards

To avoid compromising external investigations or creating due process issues:

1. **Do not conduct investigations beyond program authority.** DCCED/subrecipients may take limited administrative steps needed to protect program funds (e.g., pause processing, preserve records), but must not interfere with potential law enforcement or OIG actions.
2. **Preserve records immediately.** Maintain all relevant case files, communications, payment records, procurement files, and supporting documentation.
3. **Limit disclosure.** Share details only on a need-to-know basis and consistent with confidentiality/public records requirements.
4. **Document the referral.** Record the date, referral method, and the party making the referral in the complaint/appeal file.

6.4 Coordination and Corrective Actions

DCCED may implement administrative controls while a matter is pending, including:

- Enhanced monitoring of a subrecipient or contractor,
- Temporary suspension of certain payments pending verification,
- Additional documentation requirements, and/or
- Corrective action plans where internal control deficiencies are identified.

6.5 Non-Retaliation

No person will be retaliated against for reporting suspected wrongdoing or for cooperating with oversight entities.

7. Confidentiality, Privacy, Public Records, and Access to Records

7.1 Purpose

This section sets expectations for confidentiality and records handling for appeals and complaints, consistent with:

- Alaska's CPP commitments regarding access to records and complaint processes, and
- Applicable Alaska public records requirements (Alaska Public Records Act).

7.2 Confidentiality – General Rule and Limits

DCCED and subrecipients will protect confidentiality to the extent permitted by law and necessary oversight.

Limits: Confidentiality cannot be guaranteed where disclosure is required by law, court order, audit/monitoring, or enforcement needs. When disclosure is required, DCCED/subrecipients will:

- Disclose only what is necessary,
- Apply redactions where appropriate (e.g., personally identifying information), and
- Document disclosure decisions in the file.

7.3 Personally Identifiable Information (PII) and Sensitive Information

Complaint and appeal files frequently include PII and sensitive information (e.g., disability-related information, income documentation). DCCED and subrecipients must:

- Store such records securely (physical and electronic),
- Restrict access to personnel with a legitimate need to know,
- Use secure methods when transmitting files, and
- Avoid including sensitive narrative details in logs.

7.4 Public Records Requests and CPP Access to Records

DCCED and subrecipients must respond to requests for program records consistent with:

- The CPP's access-to-records commitments, and
- Alaska's Public Records Act.

Key implementation rule: Complaints/appeals logs may be structured to support transparency while minimizing disclosure risk (e.g., using unique IDs and category flags rather than detailed allegations).

7.5 Anonymous and Confidential Complaints

Anonymous complaints will be accepted; however, limited contact information may constrain the ability to investigate and provide written responses.

Confidential complainants will be accommodated to the extent permitted by law. Where identity must be disclosed (e.g., for due process or legal reasons), the program will notify the complainant when feasible.

7.6 Coordination with the Alaska Ombudsman

Consistent with the CPP and the State program's public guidance, confidential citizen complaints may be submitted through the Alaska Ombudsman, including via a secure online portal.

DCCED and subrecipients will cooperate with Ombudsman inquiries consistent with confidentiality and records requirements.

8. Monitoring, Corrective Action, and Continuous Improvement

8.1 Purpose

This section establishes how DCCED will ensure complaint/appeal procedures are implemented consistently across the State and subrecipients, and how systemic issues will be corrected.

8.2 State Oversight Responsibilities

DCCED will:

1. Maintain statewide minimum standards and templates (notices, forms, log fields).
2. Monitor subrecipients for compliance with:
 - Posting requirements (Section 2.7),
 - Appeal rights notices (Track A),
 - Complaint timeliness and documentation (Track B),
 - Civil rights triage and referrals (Track C), and
 - Record retention requirements (2 CFR 200.334).
3. Use complaint/appeal trends as a quality-control signal (training needs, policy clarification, process redesign).

8.3 Subrecipient Monitoring

Monitoring may include:

- Desk reviews of complaint/appeal logs and sample files,
- On-site monitoring and interviews with the subrecipient's designated coordinator,
- Verification of public postings and beneficiary notices,
- Review of timeliness metrics and extension documentation,
- Verification of referral handling (HUD OIG / HUD/FHEO / State 504 / Ombudsman).

8.4 Corrective Action and Escalation Tools

If DCCED identifies noncompliance or recurring deficiencies, DCCED may require:

- Written corrective action plans with deadlines,
- Staff retraining,
- Revised notices and public postings,

- Enhanced supervisory review of determinations,
- Increased reporting frequency,
- Repayment/disallowance remedies as applicable to the cause, and/or
- Additional conditions on the subaward (consistent with applicable federal award management requirements).

8.5 Systemic Issues and Policy Updates

DCCED will review trends for systemic issues, including:

- Recurring appeal reasons (e.g., DOB errors, documentation confusion),
- Recurring complaint categories (e.g., timeliness, communication barriers),
- Accessibility and LEP issues indicating process barriers.

When needed, DCCED may update program policies, forms, scripts, or training materials to prevent recurrence.

9. Training, Communications, and Implementation Requirements

9.1 Required Training

DCCED and subrecipients must ensure staff and key partners understand:

- The differences between appeals, complaints, civil rights complaints, and FWA allegations;
- Required timeframes and extension documentation rules (including the 15-calendar-day written response standard or documented extension);
- “No wrong door” routing expectations;
- How to handle accommodation and LEP needs;
- Confidentiality and public records expectations.

9.2 Public-Facing Communications Requirements

At a minimum, DCCED and subrecipients must clearly communicate:

- Where to submit appeals/complaints,
- Timelines and what to expect,
- Accommodation and language assistance availability,
- Ombudsman contact for confidential citizen complaints (including secure portal),
- HUD OIG referral pathway for FWA,
- HUD fair housing discrimination reporting options via HUD Office of Fair Housing and Equal Opportunity.

9.3 Implementation and Compliance

Compliance with this policy is a condition of subaward performance. Subrecipient agreements must require adherence to:

- Posting and intake requirements,
- Timeframes/response standards,
- Logging and record retention,
- State oversight and file access for monitoring.

9.4 Effective Date, Amendments, and Version Control

- This policy becomes effective upon DCCED approval.
- Updates must be version-controlled and communicated to subrecipients.
- Material procedural changes affecting public participation will be aligned with the CPP framework as applicable.

Appendix

Appendix A: Appeals & Complaints Timelines

Table 1: Intake Standards

Requirement	Responsible Party	Deadline
Accept multiple intake methods (mail/email/phone/web)	State + Subrecipient	Ongoing
Date-stamp and log upon receipt	State + Subrecipient	Same day received
Acknowledge receipt (when contact info available)	State + Subrecipient	Best practice: within 5 business days
Provide accommodation/LEP support upon request	State + Subrecipient	Promptly upon request
Route FWA to HUD OIG	State + Subrecipient	Promptly upon identification

Table 2: Track A - Direct Beneficiary Appeals

Requirement	Responsible Party	Deadline
Issue Notice of Determination & Appeal Rights	Entity issuing determination	At time of adverse determination
File Level 1 Appeal	Appellant	Within 30 calendar days of notice
Log + Acknowledge	State/Subrecipient	Within 5 business days

Issue Level 1 Decision	State/Subrecipient	Within 15 calendar days of receipt
Document extension (if needed)	State/Subrecipient	Before 15-day deadline expires
Request State Level 2 Review	Appellant	Within 15 calendar days of Level 1 decision
Issue Level 2 Decision	DCCED	Within 30 calendar days of acknowledgement

Table 3: Track B - Citizen Complaints

Requirement	Responsible Party	Deadline
Log complaint	State/Subrecipient	Upon receipt
Acknowledge receipt	State/Subrecipient	Within 5 business days
Written response	State/Subrecipient	Within 15 calendar days of receipt
Document extension + status update	State/Subrecipient	Before 15-day deadline expires
Escalation to DCCED	Subrecipient	When required by 4.6 triggers

Table 4: Track C - Civil Rights and Accessibility

Requirement	Responsible Party	Deadline
Log + Acknowledge	State/Subrecipient	Upon receipt but within 5 business days
Triage for civil rights issue	State/Subrecipient	Within 5 business days
Immediate mitigation (LEP/accommodation)	State/Subrecipient	Promptly upon identification
Written response	State/Subrecipient	Within 15 calendar days of receipt
Referral to HUD/FHEO (if applicable)	State/Subrecipient	Promptly upon identification

Table 5: Fraud, Waste, and Abuse

Action	Responsible Party	Deadline
Preserve records	State/Subrecipient	Immediately
Refer to HUD OIG Hotline	State/Subrecipient	Promptly upon identification
Document referral in file/log	State/Subrecipient	Same day as referral

Appendix B: Grant Appeals Form

Community Development Block Grant – Disaster Recovery/Mitigation Decision Appeal Form

Instructions: This form is for applicants who wish to appeal a funding decision for the Community Development Block Grant – Disaster Recovery and Mitigation program. Appeals must be submitted within 30 business days of the date on your notification letter. Late submissions will not be considered. General Complaints about a State of Alaska entity should be submitted to the Alaska Ombudsman office ([Contact Information](#)).

I. APPLICANT INFORMATION

Legal Name of Organization/Individual: _____

Application ID Number (If Applicable): _____

Disaster Name: _____

Primary Contact Name: _____ **Title:** _____

Email Address: _____ **Phone:** _____

Mailing Address: _____

II. DECISION DETAILS

Date of Decision Notification: _____

Funding Amount Requested: \$ _____ ****Amount Awarded (if any):**** _____

III. BASIS FOR APPEAL

Standardized appeals are generally limited to procedural errors or factual inaccuracies. Please check the box(es) that apply to your appeal:

- Factual Error:** The reviewers relied on demonstrably incorrect information in the application.
- Procedural Error:** The agency failed to follow the evaluation process outlined in the Request for Applications (RFA).

- Conflict of Interest:** There is evidence of bias or a conflict of interest in the review panel.
- Other:** (Please specify)

IV. STATEMENT OF APPEAL

Provide a clear, concise explanation of why the decision should be reconsidered. Reference specific sections of your application or the grant guidelines. Attach additional pages if necessary.

V. SUPPORTING DOCUMENTATION

Please list any documents you are attaching to support your claim (e.g., a copy of the denial letter, specific email correspondence, or excerpts from the grant manual).

1. _____
2. _____
3. _____
4. _____

VI. ACCOMMODATIONS REQUESTS

Please list any accommodations or language translation requests you need assistance with:

1. _____
2. _____
3. _____
5. _____

VII. CERTIFICATION AND SIGNATURE

I certify that the information provided in this appeal is true and correct to the best of my knowledge. I understand that the filing of this appeal does not guarantee a change in the funding decision.

Signature of Authorized Representative: _____ **Date:** _____

Printed Name: _____

Submission Instructions:

- **Email:** cdbgdr@alaska.gov, (Subject: GRANT APPEAL - [Your Name or Organization Name, Disaster Name])
- **Mail:**
Division of Community and Regional Affairs,
Attn: Grants Section
550 W 7th AVE, STE 1640
Anchorage, AK 99501-3510