



Office of Community Assistance
LIHEAP and IHWAP
Client Complaint and Appeals

under the Illinois Home Weatherization Assistance Program

The Illinois Home Weatherization Assistance Program (**IHWAP**) is designed to help income eligible households conserve fuel and save money by making their homes more energy efficient.

ELIGIBILITY for the Weatherization Program depends on:

- Household Income based on the number of household members; and
- Proof of ownership, or that the landlord complies with IHWAP program requirements.

COMPLAINT RIGHTS

- You have the right to complain if you are not satisfied with the work that was completed.

APPEAL RIGHTS

- You have the right of appeal if your application was not processed in a timely fashion, after all of the required documentation has been received; Usually within 30 days;
- You disagree with the denial of your application.

CLIENT COMPLAINT/APPEAL PROCESS

INFORMAL CONFERENCE

The first step in the Client Complaint or Appeal Process is an Informal Conference at the local agency.

- You may request an Informal Conference by contacting the local administering agency that provides services in your county.

The Informal Conference will be held by a designated hearing officer representing the Local Administering Agency (LAA). The purpose of the Informal Conference is to ensure that the applicant (client) understands the reasoning for denial of their application or IHWAP policies and standards for the work that was completed.

STATE REVIEW

If you are not satisfied with the results from the Informal Conference you may request a State Review. The LAA will advise you on how to request a State Review.

- The State Office will review your case and advise both you and the LAA of their determination.
- Final decisions on complaints regarding quality of weatherization work are made here (no further appeal of these issues)

STATE APPEAL/HEARING

If you are not satisfied with the results from the State Review of your application complaint you may request a Formal Hearing by a State Appeals Officer. During this hearing you have the right to:

- Be represented by a representative of your choice (bring an interpreter, if needed);
- Present oral and/or written statements or other evidence;
- Cross-Examine witnesses

This testimony will be recorded, and a written decision will be based on the record.

These are ***YOUR RIGHTS***. If you are unclear and/or don't understand them, please ask to have them explained.