

441—63.5(216A,PL94-385,PL98-558) Grievances and appeals.

63.5(1) Each LAA shall have grievance policies and procedures approved by the department for nonappealable items, including quality or extent of work performed.

63.5(2) Items that are appealable to the department pursuant to 441—Chapter 2506 are:

- a.* Services that have been denied for eligibility.
- b.* Weatherization work that is delayed or postponed for extenuating circumstances. The LAA must document the reasons for the delay of services and inform the client and the department.
- c.* Quality or completeness of work, if the LAA has exhausted its grievance process.
- d.* LAA contractors and subcontractors that have exhausted the grievance process.

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