







# Leading in Lead Prevention Program

## Office of Community Development – Department of Health

### Grievance and Dispute Policy

Please read the below form in its entirety and sign. This form must be submitted to [RCOCD\\_Lead@co.rockland.ny.us](mailto:RCOCD_Lead@co.rockland.ny.us) with your application. All household members over the age of 18 must sign this form.

If a program participant or applicant disagrees with a decision made on their case, they may request case review. This request must be made within 30 days of the date on the decision letter and should include contact information for the party requesting the review. If contact information is not included, RCOCD will use the most recent contact information on file. Upon receipt, the written dispute will be placed in the case file and a designated RCOCD staff member will acknowledge the receipt of the request in writing.

A designated RCOCD staff member will conduct a review of the case. During the course of the review, a designated RCOCD staff member will examine all applicable documents in the case file and may contact the RCOCD staff member assigned to the case, the owner of the property involved in the case, or the tenant residing in the unit involved in the case if more information is needed to make a determination.

A designated RCOCD staff member will send a written decision to the party requesting the review within 20 business days of receiving the request for case review. The written decision will clearly state the reason for the decision, and what, if any, action RCOCD will be taking based on the case review. The written decision is considered final.

If an individual has a grievance but is not challenging a decision made on their case, they should submit the grievance in writing to RCOCD within 30 days of the event occurring. Upon receipt of the grievance, a designated RCOCD staff member will acknowledge the receipt of the grievance in writing and offer the party a chance to have a telephone meeting to discuss the complaint.

A designated RCOCD staff member will conduct an investigation around the grievance. During the course of the investigation, a designated RCOCD staff member will review all applicable documents in the case file and may contact the RCOCD staff member assigned to the case, the owner of the property involved in the case, or the tenant residing in the unit involved in the case if more information is needed to make a determination.

A designated RCOCD staff member will send a written response to the party within 20 business days of grievance discussing the investigation into the grievance and the outcome.

By signing below, you are acknowledging that you have read, understand, and agree with the above policy. I understand that I may follow these procedures to make a complaint or dispute a finding and that it will be reviewed by program management.

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Print

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Signature

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Date

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Print

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Signature

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Date



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