



Salisbury-Rowan Community Action Agency, Inc.
Department of Family Services

Appeal Procedure

If an applicant or participant believes that he or she has been unjustly denied services or terminated from the Family Services' Self-Sufficiency Program, a written request for an appeal should be made within (7) seven business days after notification of denial or termination.

Upon receipt of the appeal request, the Department of Family Services' Director will hold a hearing within (7) seven days to objectively explore all aspects of the case, providing the applicant or participant an opportunity to explain their grievance and present written evidence as to why the denial should be over-ruled. In any case where the grievance involves a matter beyond the control of the Family Services' Director, the case will be presented to the attention of the Executive Director, who has the final authority. The participant or applicant will be notified of the final decision within (7) seven business days from the date of the hearing.

Contact Information:

Attention: Department of Family Services Director
Salisbury-Rowan Community Action Agency, Inc.
1300 West Bank Street, Salisbury, NC 28144.

(704) 633-6633