



Housing Resources

Achieving self-sufficiency one home at a time.

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Appeals Procedure

A supplier of materials, equipment or any subcontractor may appeal any decision or action made by Housing Resources of Western Colorado (HRWC) staff, when cause for such an appeal can be presented. Appeals will be arbitrated by the HRWC Executive and Deputy Directors. Unresolved appeals will be forwarded to the HRWC Board of Directors for a final decision. All appeals documentation will be kept on file per HRWC's records retention policy.

Action Procedure

1. When appealing the decision or action of a HRWC staff member, such appeal is to be presented in writing to the staff member's supervisor within ten (10) working days of the supplier's or subcontractor's initial receipt of the staff member's decision or action. The written appeal shall contain the following:
 - a. Statement that this is a formal appeal of a decision or action by a HRWC staff member.
 - b. Detailed narrative of the reasons for the appeal.
 - c. Request for a review and ruling by the appeals committee.
2. If cause for review is evident, an appeals committee meeting will be scheduled within ten (10) working days of receipt of the written appeal. If no cause is presented, the supplier or subcontractor will be notified in writing within five (5) working days.
3. Once the appeals committee has met, a decision will be made within ten (10) working days and the supplier or subcontractor will be notified in writing within five (5) working days. This decision may be appealed only one time following the above procedure.
4. Alternative dispute resolution (ADR) may be used at any time during the above process. Voluntary consensual methods, such as mediation may also be used.