**Appeals Process (Article 10. From Governance)**

1. The original decision or action being appealed shall remain in effect throughout the Appeals Process unless or until a Final Decision is reached. Timeframes may be adjusted in order to expedite the CoC Application Process. However, MCOC makes no assurances that an appeal will be resolved within any timeframe other than that outlined below or as prescribed by HUD.
2. STEP ONE APPEAL: An appeal must be submitted in writing to the CA within three (3) working days from the date of the decision or action (such as the posting of the MCOC Project Scoring and Ranking Summary) the individual or agency is appealing. The appeal should include the date of the filing of the appeal, the specific decision or action the individual or agency is in disagreement with, suggestions about possible ways to resolve the situation, and must include how the individual or agency can be reached. (Send attention to: : Maine Continuum of Care (MCOC) MaineHousing 353 Water Street Augusta, Maine 04330-4633
3. Within three (3) working days, the CA shall convene all available members of an Ad Hoc Committee of nonfunded members of the COC Board of Directors or action to review and respond in writing to the Step One Appeal.
4. If the individual or agency is not satisfied with the outcome of the Step One Appeal, the individual or agency may appeal again within three (3) working days from the date the individual or agency received the Step One Decision by filing a written Step Two Appeal to the CA. If there is no Step Two Appeal or if the issues are resolved in Step One, the Step One Decision shall be Final.
5. STEP TWO APPEAL: Within three (3) working days, CA shall convene all available members of the COC Board to review, investigate and respond in writing to the Step Two Appeal.
6. If dissatisfied with the Step Two Decision, the individual or agency may submit an appeal to HUD.
7. The above steps outline the MCOC Appeals Process. However, in the event the project does not agree with the MCOC decision, the agency may send a complaint / appeal to the MCOC HUD representative.