

## ***Denial of Services***

- A denial of assistance occurs when the benefits or services and/or funds currently available (MPP has the authority to provide or disburse them) and the applicant falls within or believes he/she can prove he/she falls within the program guidelines.
- A written notification will be made to the applicant of the reasons for denial of service. Such notification shall also advise the applicant of the opportunity to submit additional information (oral or written), which the applicant believes, would warrant favorable determination of eligibility.
- The Executive Director shall review all such applications and/or additional information, which the applicant believes, would favorably affect his/her application.
- Such review and subsequent determination of the Executive Director shall be communicated to the applicant by notification in writing within 10 days of receipt of the information.
- All documents relating to specific denial of services and actions taken will be kept on file for 3 years.

Citizens may also make comments.

Citizen comments should be mailed to:

Executive Director  
Macon Program for Progress  
PO Box 700  
Franklin, NC 28744

MPP will respond to all written citizens' comments within 10 days of receipt of the comments. These procedures shall be kept on file by MPP, posted in prominent places and available upon request. Clients or citizens dissatisfied with the local response may contact the appropriate funding source. Addresses of funding sources are available to the public upon request.