

HUMAN RESOURCE DEVELOPMENT COUNCIL

Customer Appeal Form

HRDC Customers may request a Customer Appeal to review decisions regarding behavioral incidents. Customers may submit their completed Customer Appeal Form at any HRDC facility or, in the instance a customer has been suspended from services, via mail to 32 S. Tracy Avenue, Bozeman, MT 59715 or email to behaviorteam@thehrdc.org or complete online Customer Appeal Form located under the "Who We Are" tab at www.thehrdc.org.

ADMINISTRATIVE REVIEW STEPS:

1. Request a Customer Appeal Form at the Main HRDC Office reception desk, HRDC Market Place or via email at receptionist@thehrdc.org or merely complete the online Customer Appeal Format online under the "Who We Are" tab at www.thehrdc.org

If on an all HRDC property "No Trespass" you may call 406-587-4486 to coordinate

2. Complete this form and return to HRDC in person, by mail or via email to or online. If you wish, you may keep a copy for your records.

3. Appeals will be reviewed on Fridays at 10am at the 32 S. Tracy Avenue Bozeman office and a decision will be made regarding your appeal. **Customers seeking reviews are invited to attend the meeting in person.**

4. To appeal the review team's decision, the individual must submit a written statement to the CEO or their designee within 10 days of being informed. This statement should outline the relevant facts and suggest a resolution. The CEO or designee will review the appeal and inform the individual of the final decision within 60 days. This decision is final

5. You may withdraw your request for an Administrative Review at any time.

Contact Information

Name: _____ Date: _____

Phone: _____ Email: _____

Address: _____

Signature: _____

Provide the Following Information

Can you share what happened that led to your suspension or No Trespass?

How do you feel you were involved in that situation?

What support or resources do you think would help you avoid similar situations in the future?

What types of services or support would you find helpful at this time?