

**ATTACHMENT M  
FAIR HEARING/APPEAL PROCESS**

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**SONOMA COUNTY AREA AGENCY ON AGING**

**REQUEST FOR PROPOSAL (RFP)  
FAIR HEARING/APPEAL PROCESS**

This process will be used to resolve:

1. Contract or sanction issues occurring during the course of a contract period.
2. Request-for-proposals (RFP) appeals from agencies providing direct services.

Any agency protesting the action of the Area Agency on Aging (AAA) may request a hearing. The AAA's terms, conditions, and procedures are as follows:

1. A request for hearing must be made in writing by the grantee or a duly authorized representative within ten (10) calendar days of receipt of the notice of action. Such a request should set forth plainly the action or actions being protested, the reasons the grantee finds such action unsatisfactory, and a suggested alternative course of action.
2. The request for hearing should be sent to the AAA Director.
3. The AAA Director will verify timelines and within five (5) days of receipt of request will set a location and a mutually convenient time and date for the hearing. A notice of hearing shall be mailed so as to be received by the agency at least five (5) days prior to the hearing. The notice to the grantee shall be substantially in the following form but may include other information:

You are hereby notified that a hearing will be held at \_\_\_\_\_ on the \_\_\_\_\_  
\_ day of \_\_\_\_\_, 19\_\_\_, at the hour of \_\_\_\_\_ upon the matter of \_\_\_\_\_  
\_\_\_\_\_.

4. A hearing will be conducted by the AAA Director and the Chairperson of the AAA Advisory Council. The hearing may be scheduled as part of an Advisory Council meeting (regular or special). The following guidelines will be used:
  - a. Sound reproduction equipment will be used to record proceedings.
  - b. Basic standards of order will be observed.
  - c. The grantee, or a representative of choice, shall be assured of a fair opportunity to present written and oral testimony.
5. A written decision based on the findings of the hearing will be transmitted to the grantee within five (5) calendar days after the hearing.

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6. The decision of the hearing will become final five (5) days after it is delivered or mailed to the agency unless the agency requests a further appeal to the AAA Board of Directors (the Sonoma County Board of Supervisors).