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## DUE PROCESS

### FILING A COMPLAINT/REQUESTING A HEARING

#### **Complaint:**

Anytime during the Resource Family Application (RFA) process, you have the right to speak with a supervisor if you have concerns. It is our intent to provide excellent customer service, to be transparent in our work, and to respond to you timely and respectfully.

#### **Requesting a Hearing:**

In the event that an action has been taken on your RFA application that you do not agree with, you can request a hearing. Hearings cannot be requested for placement decisions. You will receive a Notice of Action (NOA) explaining the reasons for the denial. Included in the NOA are instructions on how to request a hearing. The hearing is intended to give you an opportunity to discuss the evidence with a third party hearing officer not associated with negative action on the RFA application. If you do not want to attend alone, you can bring a friend or someone else with you, including a representative or attorney.

The hearing officer will review all the evidence, including your testimony and the testimony of the county, at the hearing, and make a decision.

#### **TO REQUEST A HEARING**

- **Mail to:**

**Human Services Agency  
Attn: Appeals Unit  
PO Box 7988  
San Francisco, CA 94120-7988**

**To Get Help:** You may get free legal help at your local legal aid office.

**If you do not want to go to the hearing alone, you can bring a friend or someone with you, including a representative or attorney.**

Requests for a hearing must be received within 90 days of the Notice of Action.

*Note:* Placement decisions do not qualify for hearing requests. In addition, if a decision is made in a hearing that changes the approval of your home, this does not guarantee placement of a child(ren) into your home.

If you have additional questions, discuss your questions with the RFA Social Worker, contact the RFA Recruiter/Liaison at 415-557-5067 or Program Director at 415-558-2329.