

STANDARDIZED COMPLAINT PROCESS

Community Development Block Grant Program
Indoor Plumbing Rehabilitation Flex Program

The Program Administration and Assistance Office of the Virginia Department of Housing and Community Development (DHCD) expect all of its grantee localities and organizations to have a written complaint and appeals process. In the event that a grantee does not have a written procedure, the procedure identified below becomes the process to be used. This process must be exhausted before DHCD will become formally involved in any sort of resolution.

1. Informal resolution is attempted by the Chief Executive or designee and the Regional Administrator. If informal resolution is not possible, the complaint must be put in writing and forwarded to the Regional Administrator. If the complainant requires assistance in putting his or her complaint in writing, the Regional Administrator must make assistance available. The same is true for any appeals.
2. The Regional Administrator is required to investigate the complaint and respond to it, in writing, in a timely manner. The response must include an explanation of the reason(s) for the decision reached, information on how the decision can be appealed, and how many days from receipt of notice the complainant has to appeal the decision.
3. Appeals of the Regional Administrator's decision should be addressed, in writing, to the local Chief Executive.
4. Appeals of the local Chief Executive's decision should be addressed, in writing, to the Town Council, City Council or Board of Supervisors.
5. All appeals must be addressed within 15 days of the appeal and resolved within 30 days of the appeal and retained for review. All appeals are to be responded to in writing. The response must include an explanation of the reason(s) for the decision reached, information on the next step in the appeals process and how many days from receipt of notice the complainant has to appeal any decision.
6. Final appeals may be addressed, in writing, to DHCD. The appeal should include a copy of all correspondence that has taken place to this point. The appeal should identify the problem and the desired solution. DHCD will review the complaint and respond, in writing, in a timely manner. All involved parties will be copied.

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