

COMPLAINT PROCESS

Purpose

The complaint process provides for the prompt review and equitable disposition of complaints alleging of the Community Development Block Grant (CDBG), Home Investment Partnership Program (HOME) or the Emergency Solutions Grant (ESG) programs. These procedures are used by the City of Pasadena and all of its Subrecipient agencies.

General Policy

1. A complaint, as recognized by this process, is defined as an individual or organization's allegation of a violation of: the Housing and Community Development Act, Stewart B. McKinney Homeless Assistance Act, or the Title II of the Cranston Gonzalez National Affordable Housing Act, the CDBG, HOME or ESG regulations; the City's contract with the U.S. Department of Housing and Urban Development; and City of Pasadena contracts with its Subrecipient agencies. A complaint must be filed within 180 days of the alleged occurrence.
2. The person or organization filing a complaint will be free from restraint, coercion, discrimination, or reprisal. Complaints are not considered as reflection unfavorably on either the complaint or management, but are to be considered the expression of a lawful right.

Complaints not covered by this procedure:

1. Complaints alleging discrimination because of disability, race, color, national origin, age, sex, religion, political affiliation or belief, retaliation, and citizenship are not covered by this procedure. Such a complaint must be filed in writing within 180 days from the date of the alleged discrimination. The complaint must be filed with the City of Pasadena:

Sara Rogers
Community Development Manager
1149 Ellsworth Dr. Pasadena, Texas 77506.

2. All information and complaints involving allegations of fraud, abuse or other criminal activity shall be reported directly and immediately to the City of Pasadena, ***Community Development Manager at 713-475-7294.***
3. Complaints that do not allege a violation of the Acts and regulations cited above.

Procedures

1. Applicants are encouraged to resolve complaints informally by talking with the Subrecipient. However, if an applicant decides to pursue a complaint formally, the complaint must be submitted to the City of Pasadena in the manner described below.
2. The complainant must first file a written, signed complaint with the City of Pasadena's Community Development Manager. The complaint may simultaneously pursue resolution of the complaint through the internal substance of the complaint.
3. Upon receipt of the complaint by the City of Pasadena, the complainant will be provided written notification that the complaint has been received and the timetable under which it will be processed. The complainant may request a hearing within 45 days of the receipt of the complaint by the City of Pasadena. The complaint officer will attempt to reach an informal resolution of the complaint prior to the hearing. The entire complaint process must be completed within 90 calendar days of the receipt of the complaint by the City of Pasadena.

Grantee Contact:

Sara Rogers
Community Development Manager
1149 Ellsworth Dr. Pasadena, Texas 77506
Telephone: 713-475-7294

GRIEVANCE INFORMATION FORM

PLEASE PRINT OR TYPE ALL INFORMATION

I. **Complainant:** Please provide the following the following information concerning the person or organization filing the complaint.

Driver's License and/or ID Number: _____

Name: _____

Telephone Number(s): _____

Address: _____

Home: _____

Work: _____

II. **Action Prompting the Complaint:** Please describe in detail the action(s) for which you are filing this complaint. (Attach additional pages if necessary)

Do you believe that your complaint involves a violation of the CDBG/HOME/ESG regulations, the CDBG/HOME/ESG grant(s) or other agreement(s) under the Housing and Community Development Act? ___ Yes ___ No

If yes, please reference the provision(s) violated:

III. **Respondent(s):** Please name the person(s) or organization(s) that you believe to be responsible for the action(s) for which you are filing this complaint:

Name(s): _____

Address(s): _____

Explain how each Respondent is responsible for the action(s) for which you are filing this complaint: (Attach additional pages if necessary)

Complainant's Signature

Date