



Attachment 4-15 Sample Grievance Procedures

APPLICABILITY

(MUNICIPALITY) has adopted an administrative grievance procedure providing for prompt and equitable resolution of complaints alleging actions prohibited by the Department of Housing and Urban Development's (HUD) Community Development Block Grant and related federal requirements. Complaints addressed through this Grievance Procedure may consist of any of the following:

- discrimination prohibited by civil rights, fair housing, or disability related concerns (other than employment);
- failure to adhere to the citizen participation plan (public process) in developing an application/project or modifying activities funded by CDBG;
- violation of contract and procurement laws and regulations related to the use of CDBG funds;
- failure to adhere to any program requirements such as the Uniform Relocation Assistance Act and related laws or Davis-Bacon and related acts;
- any program decision impacting the eligibility or nature of assistance provided by or rejected for CDBG funding.

PROCEDURES

Complaints should be addressed to: *(name, title, office, address, telephone number, email)*, who has been designated to coordinate grievance and program compliance efforts. This person serves as the Grievance Officer, who should notify the Authorized Official (AO) of (MUNICIPALITY).

1. A complaint should be filed in writing or verbally, if the complainant is unable to prepare the complaint in writing, and should contain the name and address of the person filing it, and briefly describe the complaint and/or any alleged violations.
2. A complaint should be filed within 60 calendar days after the complainant becomes aware of the alleged violation or aggrieved action. (Processing of allegations of discrimination occurring before this grievance procedure was in place will be considered on a case-by-case basis.)
3. An investigation, as may be appropriate, shall follow a filing of a complaint. The investigation is to be conducted impartially and confidentially by the Grievance Officer. These procedures allow for informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
4. Any complaint should be addressed within 15 working days after receiving the complaint and should be resolved within 30 working days. The Grievance Officer should issue a written

determination as to the validity of the complaint and description of resolution, if any, shall be issued by the Grievance Officer and a copy forwarded to the complainant no later than the 15 working days after its filing.

5. The Grievance Officer shall maintain the files and records of the (MUNICIPALITY) relating to any complaints filed.
6. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made within 60 calendar days to Grievance Officer, seeking reconsideration by the Authorized Official (AO) of (MUNICIPALITY). The AO shall issue a written determination to either reconfirm the original decision or issue a new determination and resolution within in 15 working days of receiving the request for reconsideration.
7. The complainant, if not satisfied with the reconsideration, can seek a final appeal by notifying the Grievance Officer. Final appeals should be addressed, in writing, to the New Hampshire Community Development Finance Authority (CDFA). The appeal should include a copy of all correspondence that has taken place to date. The appeal should identify the problem and the desired solution. CDFa will investigate the complaint and respond, in writing, in a timely manner. All involved parties will be copied.
8. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of a complaint with other state or federal agencies. Utilization of this grievance procedure is not a prerequisite to the pursuit of other remedies.
9. These procedures shall be construed to protect the substantive rights of interested persons, to meet appropriate due process standards and to assure that (MUNICIPALITY) complies with all CDFa and HUD requirements.

Duly adopted at the regular meeting of the _____ on _____, 20_____.

Signature of Authorized Official