

RESOLUTION TO ADOPT A CITIZEN COMPLAINT PROCESS IN COMPLIANCE WITH THE COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM.

WHEREAS, the County of Lawrence wishes to comply with provisions required of grantees under the Community Development Block Grant Program (CDBG); and

WHEREAS, the County of Lawrence has created a formal Citizen Complaint Process to establish and maintain a record of all complaints; and

WHEREAS, the Department of Planning and Community Development will follow the following steps for compliance:

1. Citizen Complaint call- is asked what the complaint is in reference to. Call information is documented and addressed in one of two ways:
 - a. If call is for a separate county office then the information is forwarded to that department for direct investigation and resolution
 - b. If the call is for our department. Then additional information is received documented and a file started. The caller is notified that only written complaints can be investigated, he/she will need to submit in writing a clear concise statement of the complaint, identify the CDBG program year, and include an explanation of action desired.
2. Once a written complaint is received, it is logged into our database and investigated by the Department staff. If the investigation reveals a violation of any, state, federal, or County Code, the citizen filing the complaint is notified of the violation within 30 business days and granted a reasonable time for is correction. If the complaint is found to not be in violation of any state, federal, or local codes then a written statement is submitted to the Citizen within 15 business days.
3. Copies of the complaints will be filed with the appropriate CDBG year of complaint and maintained with project files.
4. If the corrective action taken is not satisfactory then Citizen is able to appeal the corrective action to the Board of Commissioners, and the Department of Planning and Community Development will contact the Department of Community and Economic Development for assistance in remedying the issue.
5. If the aggrieved person(s) still feels the situation is not remedied, then a full copy of the complaint file will be submitted to HUD, Pittsburgh Field Office, William Moorhead Federal Building, and 1000 Liberty Avenue, Suite 1000, Pittsburgh, PA 15222-4004.

NOW, THEREFORE, BE IT RESOLVED BY THE LAWRENCE COUNTY BOARD OF COMMISSIONERS APPROVE THE ABOVE CITIZEN COMPLAINT PROCESS TO COMPLY WITH CDBG PROGRAM GUIDELINES.

APPROVED this 16th day of December 2014

VOTE: Yeas 2 Nays 0

CERTIFIED this 16th day of December 2014

James Gagliano, Jr.
James Gagliano, Jr. Chief Clerk, County Administrator

12/16/14 Copy Planning

12/16/14 Copy Controller