

COLUMBIA CDBG DISASTER RECOVERY PROGRAM GRIEVANCE AND COMPLAINT PROCEDURES

It is the policy of the City of Columbia to review all complaints received. Citizens have an opportunity to register comments or complaints by email, letter, telephone, or in person. Written complaints will be referred to the appropriate administrator for response. A written response will be made within 15 working days of receipt of complaint. A copy of the written complaint and response will be maintained by the Community Development Department. Complaints concerning the general administration of the CDBG Disaster Recovery Program may be submitted to:

**Columbia CDBG Disaster Recovery Program
Community Development Department
1225 Lady Street, Suite 102
PO Box 147
Columbia, SC 29201
CityRecoveryDR@columbiasc.net
803-545-4668**

The following procedures will be followed on all complaints received by the CDBG Disaster Recovery Manager, Columbia Community Development Department. The initial complaint may be expressed orally or in writing.

- The CDBG Disaster Recovery Manager will notify the Director of Community Development of the complaint, investigate the complaint, and report the findings to the Grievance Committee within eight (8) business days.
- The Grievance Committee will notify the complainant in writing of its findings within seven (7) business days.
- If the complainant disagrees with the Grievance Committee's findings, he/she must notify the CDBG Disaster Recovery Manager in writing that he/she desires a hearing by the Grievance Committee for review and reconsideration. The CDBG Disaster Recovery Manager will notify the complainant in writing of the hearing date.
- The complainant must bring all relevant data, witnesses, etc., to the hearing. The Director of Community Development will address the complaint and within fifteen (15) days forward to the complainant a certified copy of the decision rendered.

The Grievance Committee, which is comprised of two members of the Citizen Advisory Committee and the CDBG Disaster Recovery Manager, provides a means to respond to the concerns of CDBG Disaster Recovery Program applicants or the general public relating to

Disaster Recovery activities, rules and decisions. The grievance process provides a way for an applicant's concern to be heard and responded to by a committee of peers.

During application intake for CDBG Disaster Recovery funds, applicants for Disaster Recovery funds will be provided with the City's Grievance Procedures, which contain a point of contact, street address, and telephone number along with timeframes for filing a grievance. As a part of this process, applicants will be required to sign a receipt that they acknowledge and understand the grievance/complaint process. The city will provide a written response to each complaint within 15 calendar days of receiving the complaint. All citizen or applicant grievances shall be appropriately logged and filed in a central repository for HUD review and monitoring. Additionally, a copy of the grievance and response will be maintained in the applicant's file. If the grievance has been forwarded to the city by HUD, the city's response to the grievance shall be copied to HUD and emailed to HUD's designated Disaster Recovery email address.

Persons objecting to approval of an application for the CDBG Disaster Recovery Program, the Citizen Participation Plan, environmental assessments, or program performance may present their written objection to the HUD area office:

**U.S. Department of Housing and Urban Development
Community Planning and Development Division
1835 Assembly Street
Columbia, South Carolina 29201**