

CITY OF CLEVELAND

CITIZEN COMPLAINT PROCEDURES

COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG) FUNDS

The following citizen complaint procedures, adopted by the City of Cleveland, Liberty County, Texas, (hereinafter called "City") are intended to provide a timely written response to all complaints and grievances made against the City Community Development Block Grant (CDBG) Program efforts:

1. A person who has a comment or complaint about the services funded or to be funded by a CDBG Program administered by the City; may submit such comment or complaint in writing to the Mayor.
2. The Mayor shall, within five work days of receiving the comments or complaints, conduct an investigation and determine an appropriate response. The Mayor will advise the person who made said comments or complaints, in writing. If, for any reason this cannot be done, the Mayor will, within five working days of receiving the comment or complaint, advise the person making the comment or complaint, in writing, why the response cannot be provided within five working days of receiving the comment or complaint and when a response can be expected.
3. The Mayor shall notify the person who made the comment or complaint, in writing, of the final results of any investigation. Unless unusual circumstances interfere, all investigative action and reports documenting the findings should be accomplished prior to the 15th working day after the comment or complaint was originally received. Should this final response be delayed, the person making the comment or complaint, shall be advised in writing, to include the problems being encountered and a new date for final resolution of the comment or complaint.
4. A copy of the above outlined comment and/or complaint procedures can be obtained at the City Hall between the hours of 8:30 A.M. and 4:30 P.M., Monday through Friday (except holidays).