# EXAMPLE

# GRIEVANCE PROCEDURE

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| This sample grievance procedure is intended to serve as a guide and should be revised to reflect local circumstances and to incorporate any applicable state or local laws. The Grievance Procedure can be the local government’s complaint process if it meets the standards of the CDBG citizen participation regulations at 24 CFR 570.486 (a)(7). If a local grievance procedure has been accepted by the CDBG program staff for a prior CDBG project it can be submitted for a new project, unless that procedure’s scope is clearly limited to the prior CDBG project and is not general for a new CDBG project.warning-sign11[1]An ADA grievance procedure or employee grievance procedure does not meet this requirement. |

1. Submit complaints in writing to the designated official (such as the city manager, city/county clerk, or county executive) for resolution. A record of the complaint and action taken will be maintained. The designated official will render a decision within 15 days.
2. If the complaint cannot be resolved to your satisfaction by the designated official:
* It will be forwarded to the committee appointed by the governing body. This committee’s membership, its ground rules or procedures for hearing complaints, and how the committee can be contacted, will be available to the public. The committee will be directed to hear such complaints in an objective, public manner, and after adequate public notice. A written decision will be made within 30 working days. Proceedings of the committee will be recorded and maintained.

OR

* The complaint will be heard and discussed by the governing, elected body at an open public meeting. A written decision will be made within 30 working days. The decision of the governing body is final.

3. A record of action taken on each complaint will be maintained as a part of the records or minutes at each level of the grievance process.

Adopted this \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 20\_\_\_.

(Signature of Chief Administrative Official)

(Title)

Attest: