

POTTER COUNTY, PENNSYLVANIA
COMMUNITY DEVELOPMENT DEPARTMENT
**COMMUNITY DEVELOPMENT BLOCK GRANT
CITIZEN GRIEVANCE OR COMPLAINT POLICY**

DATE: October 25, 2018

REVIEW FREQUENCY: Annual

POLICY PURPOSE: This policy addresses the process to be followed should a citizen have a grievance or complaint with regards to the County's use, execution, project implementation, or other issues of the Community Development Block Grant program.

POLICY DEPARTMENT: Community Development

POLICY STATEMENT: The Community Development Department Director oversees and administers the County's Community Development Block Grant (CDBG) program under the direction of the Board of Commissioners.

The Community Development Department and the Potter County Board of Commissioners invite the public and citizens of the County or those involved in past, current, or prospective CDBG projects to report concerns or complaints, and comment on the CDBG program.

The process for filing a complaint or concern is as follows:

1. Participate in a Public Hearing or Meeting as advertised as part of a CDBG activity.
 - a. Complete a CDBG Complaint/Grievance Form (Attachment A) and provide it to the County representative in charge of the Hearing or Meeting or hand-deliver, email, mail, or fax to the Community Development Department and/or the Board of Commissioners.
2. Contact the Community Development Department and/or the Potter County Board of Commissioners in person, via telephone, email, mail, or fax.
 - a. Complete a CDBG Complaint Form (Attachment A) and hand-deliver, or send email, mail, or fax to the Community Development Department and/or Board of Commissioners.
3. Upon receipt of a written complaint, the Community Development Director and/or the Board of Commissioners will review the complaint and respond, as preferred by the individual(s) submitting the form, within ten (10) business days. All correspondence and communications will be documented and retained in a secure location in the Administration Office of the County.
4. Complaints and concerns will be addressed to the degree possible, reported to any oversight agencies which require notice of specific types of complaints, and rectified to the degree possible.

Date: _____

Community Development Director,
Jennifer Rossman

_____; _____; _____

Chairman, Douglas Morley

Vice-Chair, Paul Heimel

Commissioner, Susan Kefover