

City of Covington
Community Development Block Grant – Disaster Recovery (CDBG-DR)
Citizen Complaint Policy

SECTION 1: POLICY

It is the policy of the City of Covington (the “City”) to review, document, and respond to all complaints received regarding the Community Development Block Grant – Disaster Recovery (CDBG-DR) Program in a timely and consistent manner.

The City will make information regarding the complaint process publicly available, including instructions for filing complaints online through the City’s CDBG-DR website, in accordance with HUD requirements.

The City’s procedures for identifying and addressing waste, fraud, abuse, and mismanagement will also be available for public review on the City’s CDBG-DR website.

SECTION 2: COMPLAINT PROCEDURE

The following procedures will be followed on all complaints related to the CDBG-DR program received by the City of Covington.

1. 1. A complainant may submit a complaint to the City by contacting a designated City representative in person, by mail, by telephone, by email, or online through the City’s CDBG-DR website. Complaints may also be submitted using the Citizen Comment/Complaint Form.
2. The notified party at the City shall forward the complaint to the designated representative within two (2) working days of receipt.
3. The designated representative shall investigate the complaint and report findings to the City’s governing body within three (3) working days, when feasible.
4. The City shall provide a written response to the complainant regarding the findings and proposed resolution within five (5) working days of the completion of the initial review.
5. If the complainant does not agree with the proposed resolution or remedy, the complainant may submit a new Citizen Comment/Complaint Form identifying the additional or revised action requested. The complainant shall include:
 - The previously submitted complaint form;
 - Any correspondence received from the City regarding the complaint; and
 - Any additional information pertinent to the complaint.
6. Upon receipt of the additional complaint information, the designated representative shall have up to thirty (30) days to conduct a further review. This review may include consultation with additional personnel, legal counsel, or outside agencies, as appropriate.
7. The complainant shall be notified in writing of the final determination.

Complaints concerning the general administration of the CDBG-DR Program may also be submitted in writing directly to:

Division of Administration
Community Development Section
Post Office Box 94095
Baton Rouge, LA 70804

The City shall forward all complaints alleging fraud, waste, abuse, or mismanagement of CDBG-DR funds to the HUD Office of Inspector General (OIG) Fraud Hotline:

HUD OIG Fraud Hotline
Phone: (800) 347-3735
Email: hotline@hudoig.gov

If a complainant believes the City has not adequately addressed a complaint, the complainant may also contact their local HUD office for additional assistance.

SECTION 3: COMPLAINTS RELATED TO FAIR HOUSING AND EEO

All citizen complaints alleging violations of Fair Housing or Equal Employment Opportunity (EEO) requirements, including allegations of discrimination, shall be forwarded to:

U.S. Department of Housing and Urban Development
Regional Office
Fair Housing and Equal Opportunity Division
Post Office Box 2905
Fort Worth, TX 76113

Complainants may also contact the HUD Fair Housing and Equal Opportunity Division directly at:

Phone: (800) 424-8590

SECTION 4: RECORD KEEPING

The City shall maintain records of all complaints, investigations, correspondence, findings, and resolutions in accordance with applicable records retention requirements outlined in the CDBG-DR Grantee Handbook, applicable federal regulations, and the City's records management policies.

SECTION 5: COMPLIANCE WITH APPLICABLE LAWS

This policy is intended to serve as guidance for the receipt, review, investigation, and resolution of complaints related to the CDBG-DR Program. Nothing contained herein shall invalidate or supersede any other duly adopted personnel policy, ordinance, or procedure of the City. The City shall administer this policy in compliance with all applicable federal, state, and local laws and regulations.