

Community Development Block Grant Program Complaint Procedure Warren County, Pennsylvania

Warren County has adopted the following procedure to guide the submission, review and resolution of complaints related to the CDBG program.

- **Complaint Submission:**
 - Any individual, organization, or entity wishing to file a complaint regarding the administration of the CDBG program may submit a written complaint to the Warren County CDBG program administrator, 204 Fourth Ave., Warren, Pa., 16365
 - The complaint must include the following information:
 1. A clear description of the issue or concern
 2. The specific CDBG activity or project involved
 3. The names of individuals or entities involved (if known)
 4. The date(s) on which the issue occurred
 5. Contact information for the complainant (if desired)

- **Acknowledgment of Complaints:**
 - Upon receipt of a complaint, Warren County will acknowledge receipt of the complaint in writing within 10 business days.
 - The acknowledgment will include the date the complaint was received, a summary of the complaint and a timeline for investigating and resolving the issue.

- **Investigation of Complaints:**
 - Warren County will investigate the complaint within a reasonable time frame, not exceeding 30 days, to determine the validity of the complaint and the appropriate action to resolve the issue.
 - The investigation will include a review of all relevant documents, interviews with involved parties and any other necessary steps to understand the nature of the complaint.

- **Resolution of Complaints:**
 - After completing the investigation, Warren County will determine an appropriate course of action to resolve the complaint. This may include:
 - Corrective actions to address any identified issues.
 - Recommendations for improving the administration of the CDBG program.
 - Notifications of any required changes to projects or activities funded by CDBG.
 - Warren County will provide a written response to the complainant detailing the findings of the investigation, any corrective actions taken, and the resolution of the complaint.

- **Appeals Process:**
 - Should Warren County CDBG program administration or the Warren County Commissioners be unable to sufficiently resolve an objection or complaint, it may be

forwarded by the aggrieved party to the Pennsylvania Department of Community and Economic Development.

- Citizens may at any time contact DCED and/or Housing and Urban Development (HUD) directly to register comments, objections or complaints concerning Warren County's CDBG application and/or program.
- Citizens are encouraged to attempt to resolve any complaints at the local level as outlined above prior to contacting DCED or HUD.

All comments or complaints submitted to DCED or HUD shall be addressed in writing to:

PA Department of Community & Economic Development
Center for Community and Housing Development
Commonwealth Keystone Building, 4th Floor
400 North Street
Harrisburg, Pa., 17120

OR

US Department of Housing & Urban Development
Office of Community Planning and Development
The Wanamaker Building
100 Penn Square East, 12th Floor
Philadelphia, Pa., 19107

- **Recordkeeping:**
 - Warren County will maintain records of all complaints and resolutions related to the CDBG program pursuant to program year guidance from the Commonwealth of Pennsylvania. These records will be made available for review by HUD and the public upon request.
- **Public Awareness:**
 - Warren County will ensure that the complaint procedure is widely available to the public, including posting the procedure on the official Warren County website, in relevant public offices and during community meetings regarding CDBG-funded projects.
 - Information on how to file a complaint will also be included in public notices and outreach materials related to CDBG activities.