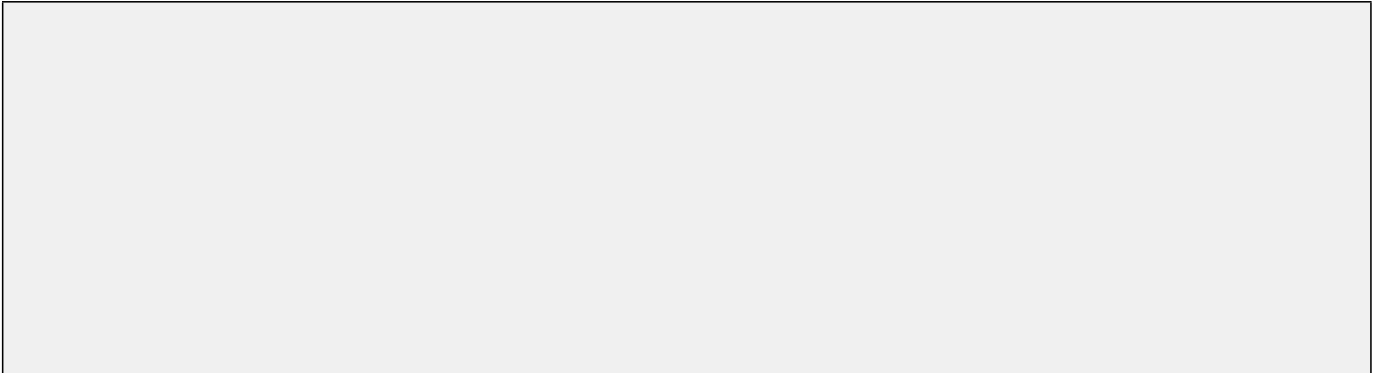


CITY OF BRADFORD CDBG & HOME PROGRAM COMPLAINT PROCEDURE



1. Citizens may submit the complaint in writing to the Executive Director of the Office of Economic and Community Development, PO Box 490, Bradford, PA 16701 for review and response. The complaint letter shall include a description of the matter causing the grievance along with the person(s) contact information including name, phone number and mailing address.
2. A letter acknowledging receipt of the complaint will be provided to the person submitting it at the address provided, including the timeline for City's response as outlined below.
3. Upon receipt of a written complaint by the Executive Director will prepare a written report within fifteen (15) working days of receipt. The report should include:
 - a. A summary of the issues/list of relevant facts
 - b. All documents provided by the aggrieved person
 - c. Any summary response from the program/project manager
 - d. Any documents available supporting relevant facts
 - e. All other pertinent file documents including:
 - i. Any consultant recommendations or special determinations
 - ii. All applicable Federal regulations, DCED/HUD policies and City of Bradford policies
4. A determination, to include any findings and response, completed by the Executive Director will be rendered within thirty (30) working days of receipt of the complaint. A copy of the Executive Director's determination shall be provided to the person submitting the complaint at the address provided.
5. If the person(s) filing the complaint are not satisfied with the Executive Director's determination, a written appeal may be filed with the City of Bradford City Council within fifteen (15) days after the date of the mailing of the determination to aggrieved person(s). Appeals will be heard and discussed by the City of Bradford City Council at an open, public meeting as soon as reasonably practicable during which the Council may receive testimony from the public.
6. A written decision will be made within thirty (30) days of the public meeting in which the matter is heard and made a part of the regular minutes of the Council. The decision of the City of Bradford City Council is final.
7. All complaint resolutions will be documented and kept in the Citizen Complaint File as a part of the City of Bradford's Office of Economic and Community Development CDBG administrative records.