

APPEALS AND COMPLAINT PROCESS

In accordance with 24 CFR 91 Citizen Participation Plan and 24 CFR 570.486(a) (7), HCDD Staff has developed the informal appeals and complaints process. Through the informal appeals process, applicants have a mechanism for requesting further review on a decision made on their file. Program policies are not appealable. In addition, citizens may file complaints- both formal and informal- which will be responded to within fifteen (15) business days.

A. INFORMAL APPEALS

The decision of HCDD Staff can be further reviewed through an agency informal appeals process. A party requesting an informal review must file a written request for informal appeal within thirty 30 days of the ineligibility determination. In an informal appeal, HCDD Staff will conduct investigations as necessary. In addition an informal appeals hearing will be held, as necessary. The informal appeals hearing will be held via telephone with all involved parties on a conference call. After the request for an informal appeal is filed, the following events will occur:

- A Notice of Hearing will be sent via email (if available) or via mail, providing the date, time, and contact information for the scheduled hearing.
- Once the appeal hearing is complete, a decision of the result will be distributed in writing within ten (10) business days.

Citizens may file an informal appeal through HCDDcomments@coj.net or submit by mail to the following address:

City of Jacksonville – Neighborhoods Department
Housing and Community Development Division
214 N. Hogan Street, 7th Floor
Jacksonville, FL 32202

B. FORMAL APPEALS

If the complainant is not satisfied by the result of the informal appeal, the complainant may file a written appeal by following the instructions issued in the letter of response. If, at the conclusion of the appeals process, the complainant has not been satisfied with the response, a formal complaint may then be addressed directly to the DEO at:

Department of Economic Opportunity
Office of Disaster Recovery
Caldwell Building, MSC-400
107 E. Madison Street
Tallahassee, FL 32399

C. COMPLAINTS

The goal of HCDD is to resolve citizen complaints and inquiries in a manner that is both sensitive to the complainants' concerns and to achieve a fair result. HCDD Staff will treat all citizens with respect and respond to complaints and inquiries within fifteen (15) business days, where practicable. Information on how to file a complaint will be available on the website and at the HCDD office.

All complaints and inquiries that are brought forward will be addressed by HCDD Staff. Complaints are any verbal or written statement of grievance – including phone calls, emails, faxes, or letters that are received by the City. Inquiries are requests for information or assistance. All complaints and inquiries that are received will be reviewed by HCDD staff and the following steps will be taken:

1. Investigation, as necessary;
2. Resolution; and/or
3. Follow-up actions.

Complaints that are not able to be resolved quickly shall be documented and saved in an electronic file that includes the following information:

- Name and contact information
- Date of complaint
- Description of complaint
- Summary of results

The City of Jacksonville's Office of the Ombudsman is also available to assist with the resolution of any complaints if necessary. The contact information for the Office of the Ombudsman is as follows:

Angie Dixon, Ombudsman
214 N. Hogan Street, 8th Floor
Jacksonville, FL 32202
904-255-8713
adixon@coj.net