

SUBJECT: Citizen Complaint Response and Appeal Process

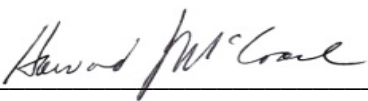
NUMBER: 2.10.8

EFFECTIVE: May 2013

SANDY CDBG-DR

PAGE 1 OF 2

APPROVAL: 
Stacy Bonaffons
Assistant Commissioner


Howard McCoach
Director, Sandy Recovery Division

PURPOSE:

The Department of Community Affairs has established a procedure to provide a timely written response to every citizen complaint.

POLICY:

The State, sub-grantees and recipients, if any, will establish procedures for responding to citizens' complaints regarding activities carried out utilizing these CDBG-DR funds. Citizens will be provided with an appropriate address, phone number, and times during which they may submit such complaints. The State and sub-grantees will provide a written response to every citizen complaint within 15 working days of the complaint.

In addition, the Department of Community Affairs establishes a process for ruling on appeals of programmatic decisions regarding eligibility and other matters.

PROCEDURE:

The State will accept written citizen complaints from citizens related to the disaster recovery programs, the Action Plan, substantial amendments, or quarterly performance reports. Written complaints should be submitted via email to Sandy.Recovery@dca.state.nj.us or be mailed to:

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SANDY CDBG-DR

PAGE 2 OF 2

New Jersey Department of Community Affairs,
Post Office Box 800,
Trenton, New Jersey 08625-0800
Attention: Commissioner

The State will make every effort to provide a timely written response to every citizen complaint within fifteen (15) working days of the receipt of the complaint, where practicable.

The State will require that its Subrecipients follow a Citizen Complaint procedure reflective of the goals of the Citizen Participation Plan. A copy and/or summary of the citizen complaints received by subrecipients will be forwarded to the Department of Community Affairs. The complainant must be made aware by the subrecipient that if she or he is not satisfied with the response, a written complaint may be filed with the Department of Community Affairs.
