



**COUNTY OF BUTLER
CITIZEN COMPLAINT PLAN
FOR HUD FUNDED PROGRAMS**

INTRODUCTION

The County of Butler, as required by the federal CDBG, HOME and ESG programs, will ensure that the complaint process is made available to any citizen who chooses to file a complaint on any aspect of a federal program. This plan also includes the CDBG entitlement communities of Jefferson Township, Penn Township, Slippery Township, and Summit Township of Butler County.

CITIZEN COMPLAINT PROCESS

The County of Butler undertake the following steps when a citizen chooses to file a complaint on aspect of a federal program when it is certain that the complaint cannot be resolved by discussing the complaint with the agency in which the citizen has the complaint:

- 1) Any citizen choosing to file a formal complaint may obtain a form at Butler County Human Services or Butler County Planning Commission in person at 124 West Diamond Street Butler, PA 16001 or by calling (724) 284-5114.
- 2) If the individual filing the complaint is in need of assistance to read or complete the form, assistance will be made readily available.
- 3) Once the complaint is received by Butler County Human Services' Community Housing Development Coordinator, a response will be made within five (5) business days.
- 4) If the individual is not satisfied with the response, the individual may request to speak with the Director of Service Integration and Quality Management, the Director of Community Action or the CDBG Coordinator, whoever is most appropriate, to further discuss the complaint. Requests can be made by calling (724) 284-5114. Once the director/coordinator is able to speak with the individual filing the complaint, a response will be made within three (3) business days.
- 5) If the individual remains unsatisfied, they may choose to contact the Department of Community and Economic Development (DCED) to further discuss the complaint. The contact person and phone number will be provided to the individual by Butler County Human Services staff upon request.
- 6) Once the complaint reaches the designated contact person at DCED, response time is at the discretion of DCED.



7) Documentation of the complaint process, the complaint form and resolution will be maintained in a file within the Department of Human Services for ESG and HOME or Butler County Planning Commission for CDBG entitlement communities.

Contact Information

For more information regarding the CDBG program, please contact the Butler County Planning Commission, 214 South Diamond Street, PO BOX 1208, Butler, PA 16003-1208. (724) 284-5300. For more information regarding HOME or ESG contact the Human Services Department, 214 West Diamond Street, PO BOX 1208, Butler, PA 16003-1208. (724) 284-5114.

Adopted: June 11, 2015

