

CHAPTER 2. COMPLAINTS ALLEGING GRANTEE DEFICIENCIES IN HUD
ADMINISTERED CPD PROGRAMS (EXCEPT COMPLAINTS
ALLEGING CIVIL RIGHTS VIOLATIONS).

2-1. Complaints Received by the Field Office.

a. Upon receipt of a complaint involving CPD programs, the CPD Division shall record receipt of the complaint as prescribed in the Consumer Complaints Handling System Handbook, 5550.1, REV-1.

b. The CPD Division shall forward, within ten (10) calendar days of Field Office receipt, a copy of the complaint to the grantee for its direct response to the complainant. At the same time, the Field Office shall notify the complainant of the referral. The grantee should be instructed to respond to the complainant within fifteen (15) calendar days of grantee receipt and to send a copy of its response to the Field Office. The Field Office may, at its discretion, extend the grantee's response period to thirty (30) days where appropriate.

c. The Field Office shall review the grantee's response. This review should determine the following:

(1) Whether allegations of grantee deficiencies made prior to the grant award are adequately addressed. The Field Office should request the grantee to provide further response to the elements of the complaint not adequately addressed. Complaints challenging a grantee's certification(s) in a substantial manner may require additional information or assurances.

(2) Whether there is a need for technical assistance by the Field Office to help solve performance problems that have resulted in the reason for the complaint. The Field Office focus should be on resolving performance problems and not resolving the complaint, which remains entirely the grantee's responsibility.

(3) Whether problem areas of the grantee's performance, as revealed by the complaint, need special attention during monitoring. Such areas should be carefully looked into in preparing for a monitoring visit and emphasized during the visit to determine whether they constitute noncompliance.

d. As part of the overall complaint handling process, the Field Office should focus attention on areas of grantee performance which have been the subject of complaints when reviewing the Grantee Performance Report (GPR).

2-2. Complaints Received by the Regional Office.

a. Regional Offices shall refer complaints alleging grantee deficiencies in administering CPD Programs to the CPD Division in the appropriate Field Office for processing, except where it is determined that it is most appropriate for the Regional Office to handle the complaint directly. In such instances, the Regional Office shall notify the Field Office of the complaint receipt and disposition. The complainant shall be notified when complaints are referred to the Field Office.

b. Upon receipt, the Field Office shall handle the complaint following the procedures outlined in paragraph 2-1.

2-3. Complaint Received by Headquarters.

a. Complaints filed with Headquarters involving CPD programs shall be forwarded to the CPD Division in the appropriate Field Office for processing, except where it is determined most appropriate for direct handling by Headquarters. The complainant shall be notified when complaints are referred to the Field Office.

b. Upon receipt, the Field Office shall handle the complaint following the procedures outlined in paragraph 2-1.