

CHAPTER 3. COMPLAINTS ALLEGING HUD DEFICIENCIES (EXCEPT COMPLAINTS ALLEGING CIVIL RIGHTS VIOLATIONS).

3-1. Alleged Field Office Mismanagement. Complaints alleging Field Office mismanagement of CPD programs received by the Field Office should generally be handled by the CPD Division in the Field Office. In order to assure objectivity and responsiveness, however, the Field Office Manager may assign the complaint to other staff (e.g., the Field Counsel or Deputy Field Manager) for handling or detailed review of a proposed response prepared by CPD. All complaints should be responded to within thirty (30) calendar days of receipt. In exceptional circumstances, an interim response may be sent when the response period is extended. Copies of both the complaint (upon receipt) and the Field Office response (upon dispatch) should be sent to the Regional Office of CPD. The Regional Office is responsible for reviewing the response to assure that it adequately addresses the issues raised and for informing the Field Office when changes to the initial response are felt necessary. A copy of both the complaint and Field Office response shall also be sent to the Office of Field Operations and Monitoring (OFOM) in HUD Headquarters for information purposes.

3-2. Alleged Regional Office or Headquarters Mismanagement. Complaints alleging Regional Office or Headquarters mismanagement of CPD administered programs should be handled by the Regional Office or Headquarters, respectively. The Regional Administrator and Assistant Secretary shall assign responsibility for preparing and reviewing the response so as to assure that the response adequately addresses the issues raised. The Regional Office shall provide a copy of the complaint and its response to OFOM in Headquarters and to the appropriate Field Offices for review. Once again, such complaints should be responded to within thirty (30) days.

3-3. Alternative Method Referrals. Regional and Field Offices receiving complaints of this type may consider it appropriate in particular cases for the complaint to be processed at the next higher Departmental level. Such complaints should not be forwarded for processing, however, until after the matter has been discussed with the Regional CPD Office or the Office of the Assistant Secretary for CPD, as appropriate. Refer to paragraphs 3-1 and 3-2 to determine when to send a copy of the response to OFOM and the time periods for responding to the complaints.