

CHAPTER 4. COMPLAINTS CONCERNING STATE ADMINISTERED
PROGRAMS (NOT INVOLVING CIVIL RIGHTS VIOLATIONS).

4-1. Responsibility. The Community Development Block Grant, Emergency Shelter Grant, and Rental Rehabilitation Programs administered by States are designed to give full administrative responsibility to State governments with a minimum of Federal involvement. Therefore, it is the State government itself that has primary responsibility for answering complaints concerning its administration of these State administered programs. As a result, different instructions for handling complaints apply as described in paragraph 4-2 below.

4-2. Referrals. Complaints alleging a specific violation of a statutory or regulatory requirement, including Congressional inquiries, received by HUD at the Headquarters, Regional, or Field Office level should be forwarded to the appropriate State office for response. Headquarters and Regional Offices may forward complaints to Field Offices for handling. The Field Office will then send the complaint to the State for response. If Headquarters or a Regional Office forwards a complaint directly to a State, a copy of the complaint should be sent to the Field Office for information and follow up purposes. The complainant shall be notified that HUD has referred the complaint to the State for response. Each HUD Field Office concerned should maintain a file for all complaints received involving these State administered programs and use this information when monitoring.