

TABLE OF CONTENTS

Paragraph	Page
CHAPTER 1. INTRODUCTION.	
1-1. Purpose.....	1-1
1-2. Responsibility for Processing Complaints.....	1-1
1-3. Approach to Various Types of Complaints.....	1-1
1-4. Technical Assistance.....	1-2
CHAPTER 2. COMPLAINTS ALLEGING GRANTEE DEFICIENCIES IN HUD ADMINISTERED CPD PROGRAMS (EXCEPT COMPLAINTS ALLEGING CIVIL RIGHTS VIOLATIONS AND COMPLAINTS CONCERNING THE STATE ADMINISTERED PROGRAMS).	
2-1. Complaints Received by the Field Office.....	2-1
2-2. Complaints Received by the Regional Office.....	2-2
2-3. Complaints Received by Headquarters.....	2-2
CHAPTER 3. COMPLAINTS ALLEGING HUD DEFICIENCIES (EXCEPT COMPLAINTS INVOLVING CIVIL RIGHTS VIOLATIONS).	
3-1. Alleged Field Office Mismanagement.....	3-1
3-2. Alleged Regional Office or Headquarters Mismanagement.....	3-1
3-3. Alternative Method Referrals.....	3-1
CHAPTER 4. COMPLAINTS CONCERNING STATE ADMINISTERED PROGRAMS (NOT INVOLVING CIVIL RIGHTS VIOLATIONS).	
4-1. Responsibility.....	4-1
4-2. Referrals.....	4-1
CHAPTER 5. COMPLAINTS ALLEGING VIOLATIONS OF CIVIL RIGHTS REQUIREMENTS.	
5-1. Civil Rights Complaints Defined.....	5-1
5-2. Complaints Received by HUD.....	5-1
5-3. Confidentiality.....	5-2
CHAPTER 6. REFERRAL OF COMPLAINTS TO THE OFFICE OF INSPECTOR GENERAL.	
6-1. Introduction.....	6-1
6-2. Method of Handling OIG Complaints.....	6-2