



## **CITIZEN COMPLAINT AND APPEAL POLICY**

Anyone dissatisfied with the nature of, the services provided, or decisions made under the City's Voluntary Home Buyout Program (VHBP) may register a complaint or file a formal appeal in accordance with the City's complaint and appeal processes.

*COMPLAINTS:* Complaints generally pertain to the nature of the program or the level or quality of services provided. Complaints must be submitted in writing. When the City receives a complaint, the complaint should be directed to the VHBP Project Manager in the Public Works Department to evaluate and respond. All complaints will be acknowledged within five (5) business days of receipt. All complaints will be considered and responded to generally within thirty (30) business days. Should a specific complaint require more than thirty (30) business days to address, the VHBP Project Manager handling the complaint will advise the complainant in writing accordingly and indicate when the response can be fully addressed. The City will maintain records of all documents submitted and issued concerning the complaint

*B. APPEALS:* These include instances where an applicant wishes to formally object to specific decisions pertaining to their application. Any applicant for services funded through the Voluntary Home Buyout program may appeal a decision within 30 days of notification of the decision. Decisions subject to appeal include the following:

1. A determination of their ineligibility; or
2. The dollar amount of the assistance awarded to them; or
3. The outcome of a Relocating Dwelling Inspection pertaining to a dwelling they wish to occupy.

The applicant (or their representative) may file a formal appeal with the City to re-visit the decision. In order to submit an appeal, a person must have previously applied for services offered through the City's Voluntary Home Buyout program. The appeal must include all relevant information and documentation in support of the appeal. All formal appeals must be submitted to the VHBP Project Manager. City staff will review each appeal and issue a decision within 15 business days of receipt of the appeal. Any person who is not satisfied with the appeal decision may file a subsequent appeal with the Florida Department of Economic Opportunity. City staff will provide the complainant with contact information for the DEO. The City will maintain records of all documents submitted and issued concerning the appeal.