



CDBG COMPLAINT/CONCERN POLICY

Any City employee receiving a CDBG citizen complaint and/or concern with any CDBG Project and/or Policy must complete a "CDBG Complaint/Concern Form". Choose the most appropriate category for the nature of the complaint/concern and provide a brief description of the complaint/concern and citizen's follow up contact information.

This form is to be given to the CDBG Administrator. The CDBG Administrator is to review the issue(s) with the City Manager, if applicable, to determine the actions necessary to resolve the complaint and/or concern as well as determine a timeframe for actions to be completed.

Once a final response is reported on the form, the form is to be signed by the CDBG Administrator and City Manager, if applicable. The original is to be retained in a file in the Community and Economic Development Department.



**CDBG
COMPLAINT/CONCERN FORM**

Citizen(s) Name:

Citizen(s) Address:

Citizen(s) Follow up contact information (Phone numbers, email address):

Summary of Complaint/Concern including site location, if applicable:

Does Citizen(s) require a follow up response: ___ YES ___ NO

Complaint/Concern Received by: _____ Date: _____

Nature of Complaint/Concern:

Property Project Roads/Streets Project Drainage Project Sanitary Sewer Project

Other CDBG Project: _____

Date given to CDBG Coordinator: _____

Departments Involved:

Administration Finance Code Enforcement WWTP Street Department Police Department

Community & Economic Development Board of Commissions

Corrective Actions and Timeframe (if more space is needed use back of form or attach separate report):

CDBG Administrator Signature & Date

City Manager Signature & Date (if applicable)

BE IT FURTHER RESOLVED, the Secretary of the City of St. Marys, Elk County, Pennsylvania, is hereby directed to certify that the foregoing is a true and correct copy of the CDBG Complaint/Concern Policy and Form duly adopted by a majority vote of the St. Marys City Council at a regular meeting held **March 16, 2015** and said Policy and Form has been recorded in the Minutes of the City of St. Marys and remains in effect as of this date.

BY: 
ROBERT V. HOWARD, Mayor

IN WITNESS THEREOF, I affix my hand and attach the seal of the City of St. Marys, this 18th day of MARCH, 2015.

ATTEST:


Secretary

(SEAL)