



# STATE OF WISCONSIN

## DEPARTMENT OF ADMINISTRATION

Tony Evers, Governor  
Kathy Blumenfeld, Secretary  
David Pawlisch, Division Administrator

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**POLICY:** ADM 01-2014

**TITLE:** Complaint regarding the Division of Energy, Housing and Community Resources (DEHCR) Community Planning and Development (CPD) Programs funded by the U.S. Department of Housing and Urban Development (HUD)

**EFFECTIVE DATE:** December 5, 2025 (amended)  
September 29, 2014

### OVERVIEW:

#### Description:

This policy references complaints regarding any and all Division of Energy, Housing and Community Resources (DEHCR) Community Planning and Development (CPD) Programs funded by the U.S. Department of Housing and Urban Development (HUD).

#### Purpose:

The purpose of this policy is to establish clear guidance for the acceptance, documentation, and tracking of formal complaints submitted to DEHCR regarding HUD-funded CPD programs. This policy does not affect the process for appealing grant awards or follow-up to a monitoring response. Federal regulation 24 CFR 91.115 requires the State and its sub-recipients to comply with a Citizens Participation Plan (CPP) to solicit input regarding allocation of funds to communities and projects. As part of the plan, pursuant to 24 CFR 91.115 (h), the plan must include the policy and procedures for providing timely written answers to complaints and grievances within 15 days of the receipt of the written complaint, where practicable. Wisconsin's Citizen Participation Plan in the current Consolidated Plan highlights the complaint policy.

#### Policy:

- Clarifications or questions which are resolved through a telephone call are not tracked through this process.

- Complaints shall be made in writing via mail or email to:

Attention: Executive Staff Assistant  
Department of Administration  
Division of Energy, Housing and Community Resources  
P.O. Box 7970  
Madison, WI 53707-7970

or

[DOADEHCR@wisconsin.gov](mailto:DOADEHCR@wisconsin.gov)

- The complaint should be as specific as possible as to:
  - Program area: HOME, Community Development Block Grant (CDBG) – Housing, CDBG – Community Development, Emergency Solutions Grant (ESG), etc.;
  - The event resulting in the complaint;
  - The dates, details, and reason for the complaint;
  - The complainant's name, address and telephone number.
- Upon receipt of the written complaint, the Executive Staff Assistant will log the complaint into the office through an Excel spreadsheet with a due date no later than 15 days after receipt of the letter.
- The letter will be directed to the appropriate Bureau Director for a draft written response due to the Division Administrator within 10 days of receipt of the complaint.
- The Bureau Director will consult with the program manager, the complainant, and any other source(s) for additional background information that may be needed. Upon review of information, the Bureau Director will draft a response for the Division Administrator's review and signature.
- Upon completion of the written response, the Executive Assistant will remit the letter via United States mail, with a copy to HUD where required, update the tracking spreadsheet and file a copy with the original complaint in the "complaint file."