



**WISCONSIN DEPARTMENT OF
ADMINISTRATION**

SCOTT WALKER
GOVERNOR
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SECRETARY

Division of Housing
101 E. Wilson Street, Floor 5
P.O. Box 7970
Madison, WI 53707-7970

POLICY: ADM 01-2014

TITLE: Complaint regarding the Division of Housing Programs

EFFECTIVE DATE: September 29, 2014
(amended)

OVERVIEW:

Description: This policy references complaints regarding any/all Division of Housing Programs

Purpose:

This policy is meant to provide clear policy direction regarding the acceptance and tracking of formal complaints to the Division of Housing. *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 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. Page six (6), of Wisconsin's 2010 - 2014 Citizen Participation Plan highlights the current complaint policy.

Policy:

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

- Complaints shall be remitted in writing to:

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

- 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."