

## COMPLAINT PROCEDURE

### Dégagé Ministries

#### **Applicability**

The following policy applies to service recipients and applicants for programs funded by the Department of Housing and Urban Development (HUD) who feel they have been denied access to, or limited in their participation in the program. HUD programs are provided through direct services of the City Community Development Department and other City Departments, and through contractual relationships with nonprofit and for-profit organizations. The policy provides a procedure for hearing and resolving complaints to the satisfaction of all parties involved.

#### **Subject of Complaints**

Complaints regarding the quality of services, manner or timeliness of service delivery, and denial of services under HUD-funded programs and projects are eligible for consideration under this policy.

#### **Note:**

- Complaints regarding employment at **Dégagé Ministries** will be handled according to **Dégagé Ministries** personnel policies.
- Complaints regarding issues not related to HUD funded programs at **Dégagé Ministries** will be handled according to **Dégagé Ministries** policies.

#### **Notice and Availability of Policy**

Citizens are encouraged to contact staff persons of **Dégagé Ministries** before escalating complaints to the City Community Development Department. A copy of the complaint policy and procedures for **Dégagé Ministries** is available upon request by calling **616-454-1661**. A notice is also posted in the main office for this program at **129 Jefferson SE, Grand Rapids MI 49503**, and online at **[www.degageministries.org](http://www.degageministries.org)**.

#### **Procedures for Complaints**

Staff person(s) responsible for administering the HUD-funded program shall make initial efforts to resolve any complaints. The following steps shall be followed if initial efforts are unsuccessful:

1. A written complaint shall be registered using a Complaint Intake Form or other written correspondence. Persons who need assistance submitting a written complaint because of language or similar barriers may call us at **616-454-1661** for assistance.

Written complaints regarding direct services provided by **Dégagé Ministries** should be addressed to:

**Dégagé Ministries**  
**Attn: Thelma Ensink**  
**129 Jefferson Ave SE**  
**Grand Rapids Mi 49503**

A written response shall be provided to written complaints within fifteen (15) business days of receipt unless otherwise indicated. A copy of the complaint and the response will be retained in the **Dégagé Ministries** Complaint File.

2. A complainant who is not satisfied with the response above may request reconsideration of the complaint from the City's Program Contract Administrator. The complainant will be provided with the name and phone number of the City's Program Contract Administrator. The City's Program Contract Administrator will resolve the complaint according to the City's Complaint Procedures Policy.

Complaints remaining unresolved following submission to the City may be submitted to the U.S. Department of Housing and Urban Development (HUD), Detroit Office, CPD Division, McNamara Federal Building, 477 Michigan Avenue, Detroit, MI 48226.

Complainants may elect to submit a written complaint to HUD at any point in the process, but are encouraged to pursue local remedies first.

### **Records**

A record of all written complaints and subsequent responses are maintained for at least four (4) years at the office of **Dégagé Ministries** located at **129 Jefferson Ave SE, Grand Rapids MI 49503**. Records of complaints regarding a HUD-funded program may be reviewed by representatives of the City of Grand Rapids and HUD at any time upon request.

**Attachments to this Policy: Complaint Intake Form**

**COMPLAINT INTAKE FORM**

Date: \_\_\_\_\_ Program/Subject: \_\_\_\_\_

Name of complainant: \_\_\_\_\_

Mailing address: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_

Name of person completing form: \_\_\_\_\_

Description of complaint:

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Use additional paper if necessary.

Signature of person submitting complaint: \_\_\_\_\_

Complaint forwarded to: \_\_\_\_\_ Date: \_\_\_\_\_