

**RESOLUTION NO. 590**

**A RESOLUTION ESTABLISHING CITY POLICY REGARDING A WRITTEN CITIZEN COMPLAINT PROCEDURE. FOR THE TEXAS COMMUNITY DEVELOPMENT PROGRAM**

**BE IT RESOLVED** by the City of Terrell, Texas, as follows:

In order to comply with the Texas Department of Housing and Community Affairs' Complaint System, 10 T.A.C. Sec.178.1 and 178.2, the following citizen complaint procedures, adopted by the City of Terrell, Kaufman County, Texas, are intended to provide a timely written response to all complaints and grievances made against the City of Terrell, Kaufman County, Texas, Community Development Program efforts:

1 A person, who has a comment or complaint about the services funded or to be funded by a block grant administered by the City, may submit such comment or complaint in writing to the City Manager who is responsible for administering the block grant program.

2 The City Manager shall, within five work days of receiving the comments or complaints, conduct an investigation into same, determine an appropriate response to same and so advise the person who made said comments or complaints, in writing. If, for any reason this cannot be done, the Manager will, within five working days of receiving the comment or complaint, advise the person making the comment or complement, in writing, why the response cannot be provided within five working days of receiving the comment or Complaint and when a response can be expected.

3 The Manager shall notify the person who made said comments or complaints, in writing, of the final results of any investigation conducted. Unless unusual circumstances interfere, all investigative action and reports documenting the findings of same should be accomplished prior to the 15th working day after the comments or complaints were originally received. Should this final response be delayed, the person making the comments or complaints, must be so advised in writing, to include the problems being encountered and a new date for final resolution of the comment or complaint.

4 A copy of the above outlined comment and/or complaint procedures can be obtained at the Terrell City Hall, 201 East Nash Street, in the City of Terrell, Kaufman County, Texas, during normal operating hours, Monday through Friday (except holidays)

Adopted by the Terrell City Council on this 2<sup>nd</sup> day of October, 2007

---

HAL RICHARDS MAYOR

ATTEST:

---

JOHN ROUNSAVALL CITY SECRETARY