

**PINAL COUNTY
OWNER OCCUPIED HOUSING REHABILITATION PROGRAM
COMPLAINT/GRIEVANCE PROCEDURE**

Pinal County has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints or grievances concerning all aspects of the application for and implementation of Owner Occupied Housing Rehabilitation Program (OOHR).

Complaints or grievances concerning OOHR activities should be addressed to: Housing Director, Pinal County Housing Authority, 970 N. Eleven Mile Corner Road, Casa Grande, AZ 85194 Telephone Number (520) 866-7201. The procedure is as follows:

1. Complaints/grievances should be filed in writing, contain the name and address of the person filing it, and briefly describe the alleged violation of the regulations or the issue of non-compliance. Persons in need of special assistance in preparing the complaint or grievance should contact the Housing Director.
2. A complaint/grievance should be filed within thirty (30) days after the complainant becomes aware of the alleged violation or issue of non-compliance.
3. A review, and investigation as may be appropriate, will follow filing of the complaint/grievance. The review will be conducted by the Housing Director. These procedures contemplate an informal but thorough review process, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint/grievance.
4. A written determination as to the validity of the complaint/grievance and description of the resolution, if any will be issued by the Assistant County Manager and a copy forwarded to the complainant no later than fifteen (15) days after its filing.
5. The complainant may request a reconsideration of the case in instances where he or she is dissatisfied with the determination or resolution. The request for reconsideration should be made in writing within fifteen (15) days of the initial response and should be directed to the County Manager at P.O. Box 827, Florence, Arizona 85132. A written determination in response to the request for reconsideration will be issued by the County Manager and a copy forwarded to the complainant no later than fifteen (15) days after its filing.
6. Any complainant who is dissatisfied with the determination resulting from the administrative review process may file an appeal. The appeal should be made in writing within fifteen (15) days of receipt of the reconsideration response and should be directed to the Pinal County Board of Supervisors at the address noted above. The complaint/grievance shall be placed on the agenda of the next regular meeting or special meeting of the Board to be held within fifteen (15) days following receipt of the appeal. Minutes of such meeting and action shall be maintained in the same manner as for other such regular or special meeting of the Board. A copy of such minutes shall be made available at cost to the complainant within five (5) days of such meeting. The decision of the Pinal County Board of Supervisors shall be final.

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7. Pinal County will maintain the files and records of any complaint/grievance filed under this Procedure for a period of five (5) years. These files and records will be available for public inspection and for review and monitoring by the Arizona Department of Housing, the Office of the Inspector General (HUD), and any other entity authorized by Pinal County.

8. The right of a person to a prompt and equitable resolution of the complaint/grievance filed here under will not be impaired by the complainant's pursuit of other remedies such as filing a complaint with the appropriate state or federal department or agency. Use of this complaint/grievance procedure is not a prerequisite to the pursuit of other remedies.