



COBB COUNTY CDBG PROGRAM OFFICE

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Kimberly Roberts
Managing Director

COBB COUNTY CDBG PROGRAM OFFICE DISPUTE RESOLUTION/APPEALS PROCESS FOR HUD, DOJ & STATE GRANT PROGRAMS

I. PROGRAMS COVERED

This memorandum applies to the following U.S. Department of Housing & Urban Development [HUD] programs administered by the Cobb County CDBG Program Office: CDBG Program [to include all **non-housing** related activities]; Housing Rehabilitation Program [CDBG]; Home Investment Partnerships Act [HOME] Program; Community Services Block Grant [CSBG] Program, Justice Assistance Grant [JAG] and the Emergency Solutions Grant [ESG] Program.

II. BASIC APPEAL POLICY

The CDBG Program Office believes that any individual [to include elected officials] or organization [both public and private] should have the right to appeal any decision that could potentially impact their project through the use of HUD's Formula Block Grant Program or any other programs. Under this dispute resolution/appeals process, the appeal must be filed [in writing] with the CDBG Program Office within a reasonable time period, as specified herein.

For the purpose of this policy, an individual or organization must have a **vested legal interest in the project they are appealing** [i.e. contractor and homeowner described in the housing rehabilitation contract or any party having a power of attorney to represent the General Contractor or homeowner **only** for all housing rehabilitation projects or senior management from a non-profit]. **For elected officials, any appeal they generate can only represent the interests of constituents within their jurisdiction** and they must submit, **in writing**, [describing their claim/dispute in detailed specifics] their appeal[s] to the following address:

**Cobb County CDBG Program Office
Attn: Dispute Resolution/ Appeals Process
192 Anderson Street, Suite 154
Marietta, GA 30060**

III. APPEALS PROCESS

A. PROGRAM MANAGER APPEAL[S]

Once the dispute is received by the CDBG Program Office and reviewed by the appropriate Program Manager or Director, **the person/organization has thirty [30] calendar days once they are notified by the appropriate Program Manager to have their claim submitted and reviewed [in person] at the CDBG Program Office.** The appealing individual/agency will then be invited to meet with the responsible program manager and attempt to resolve the issue fairly. If the appealing individual/agency declines the opportunity to meet in person, the responsible program manager will respond in writing [within ten [10] working days] to the appellant with an appropriate response, if necessary.

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B. DIRECTOR/COBB COUNTY GOVERNMENT LIAISON

If after meeting with the appropriate Program Manager, the appealing person/agency still feels that a mutually agreeable resolution has not been achieved relevant to their claim; the matter will then be forwarded to Ms. Kimberly Roberts, Managing Director, Cobb County CDBG Program Office for final review. The appealing person/agency will be invited to the CDBG Program Office to meet with Ms. Roberts to discuss a fair resolution to this matter. Ms. Roberts will ensure all issues relevant to each claim are addressed in a satisfactory manner. **A final decision regarding each claim rests with Ms. Roberts. The response will be in writing, and will be forwarded to the appellant within ten [10] business days after meeting with Ms. Roberts. If the appealing person/agency still does not have a satisfactory resolution, the matter will be forwarded to the Cobb County government liaison for the CDBG Program Office for final disposition and ruling.**

IV. CONCLUSION

It is the policy of the Cobb County CDBG Program Office to provide quality customer service through the result of activities being carried out through HUD's formula block grant programs. However, in the event this does not occur, the CDBG Program Office will make every effort to be fair and equitable in facilitating an appeals process to ensure both provider and receiver of services has a viable means of resolving differences through a fair and constructive dispute resolution/appeals process.

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