



# CITY OF BULLHEAD CITY

HUMAN SERVICES DEPARTMENT

Housing Division

2355 Trane Road

Bullhead City, AZ 86442-5733

(928) 763-9400 FAX (928) 763-0131

## REHABILITATION PROGRAM GRIEVANCE PROCEDURE

In the event of a disagreement between any parties involved in our Rehabilitation Program namely: contractor, homeowner, program staff and suppliers, or other interested parties, regarding any process of the program including and not limited to: Procurement, Bid Process, Bid Award, Payment Schedule, Change Orders, Workmanship and Warranties, a formal grievance procedure must be followed. Steps and time frames as described below:

Verbal complaints may be addressed to the Housing Inspector. The Housing Inspector will promptly attempt to resolve the complaints.

If the resolution is not satisfactory, the complaint shall be submitted in writing to the Director of the Housing Division. The Director will provide a written response to the complainant within two weeks.

If the determination of the Director of the Housing Division is not satisfactory to the complainant, the decision may be appealed in writing to the City Manager.

The City Manager shall provide a written response to the complainant within two weeks. The City Manager's decision is to be considered final.

NOTE: This process does not preclude complainants from appealing to other parties they deem necessary, i.e., City Council, Funding Agency, Registrar of Contractors or Trade Organizations.

For complaints regarding alleged discrimination, the Housing Inspector will assist in providing the proper 504 or ADA procedure.

This is to acknowledge receipt of this notice.

Homeowner \_\_\_\_\_ Date \_\_\_\_\_

Homeowner \_\_\_\_\_ Date \_\_\_\_\_

Housing Inspector \_\_\_\_\_ Date \_\_\_\_\_