



Village of Grass Lake

Community Development Block Grant (CDBG) Homeowner Rehabilitation Program

Client Complaint Procedure & Dispute Resolution Policy

Section I: Overview & Distribution

The Village of Grass Lake is committed to ensuring fair, transparent, and prompt resolution of all client and contractor grievances arising under its Michigan State Housing Development Authority (MSHDA) CDBG-funded programs.

This policy applies to all program applicants, selected participants, property owners, and contracted service providers.

- **Distribution Requirement:** A copy of this Client Complaint Procedure shall be provided in writing to all selected clients and participating contractors upon selection to participate in the program.
- **Issuance Upon Complaint:** In the event of an oral or written complaint, a copy of this procedure will be provided immediately to the complainant.

Section II: Stage 1 – Program Administrator Initial Review

1. **Submission:** All complaints must be submitted in writing to the Village CDBG Program Administrator detailing the nature of the grievance, specific facts, dates, and requested remedies.
2. **Timely Response:** The CDBG Program Administrator must review the grievance and issue a written initial response to the complainant within **fifteen (15) working days** of the date the complaint was received.
3. **Documentation:** The Program Administrator shall maintain a log of all written complaints, supporting evidence, and issued responses.

Section III: Stage 2 – Village President Review

1. **Escalation:** If the CDBG Program Administrator fails to resolve the complaint to the complainant's satisfaction within the 15-working-day window, or if the nature of the grievance requires executive intervention, the Program Administrator must immediately inform the Village President of the unresolved complaint.
2. **Executive Option:** At the Village's option, the Village President may independently review the case files, consult with the parties, and issue a written recommendation for resolution.

Section IV: Stage 3 – Complaint Review Committee Hearing

If the complaint remains unresolved following the initial administrator response (and Village President review, if exercised), the matter shall be referred to the **Village CDBG Review Committee**.

1. Committee Structure & Terms

The Review Committee shall consist of at least three (3) designated members serving staggered **two-year terms**:

- **Building/Construction Expert:** A qualified individual with construction knowledge who is completely independent and separate from the contractor involved in the complaint.
- **Local Community Representative:** A resident or representative from the local community.
- **Grantee Representative:** A designated representative of the Village of Grass Lake who is **not** an administrator or direct staff member of the CDBG housing program.

2. Hearing Procedure

- **Notice:** The Committee shall schedule a review hearing and notify the claimant in writing of the date, time, and location.
- **Presentation Options:** The claimant has the right to present their case in person or submit a written statement accompanied by relevant documentation and evidence.
- **Decision:** The Committee shall issue a written determination following the review.

Section V: Stage 4 – Referral to Dispute Resolution Services

1. **Mandatory Referral:** If the conflict is not satisfactorily resolved by the Review Committee, the matter **must** be referred to a certified local Dispute Resolution Center (DRC) or mediation service.

2. **Mediation Process:** Neutral third-party mediation will be conducted in accordance with Michigan Dispute Resolution System guidelines to attempt a mutually agreeable settlement between the Village, the contractor, and the client.

Section VI: Stage 5 – MSHDA Review & Final Resolution

1. **MSHDA Referral:** If mediation through Dispute Resolution Services fails to yield a resolution, or if the grievance involves unresolved compliance issues with MSHDA CDBG guidelines, the complete record of the complaint, hearing notes, and mediation outcomes will be submitted to MSHDA for formal administrative review.
2. **Final Determination:** MSHDA will review the administrative record under CDBG Chapter 1 guidelines and issue a formal written determination. **The resolution determined by MSHDA shall be final and binding on all participating parties.**