

1 Introduced December 16, 2008, by
2 Councilman Canada, seconded by
3 Councilman Hursey (by request of
4 Administration)

5 **RESOLUTION R08-69**

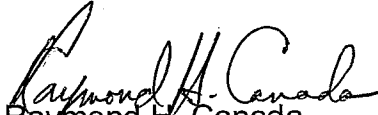
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7 A resolution by the Slidell City Council adopting a Citizen Complaint
8 Procedure to be used in the State of Louisiana Community Development Block Grant
9 (CDBG) Disaster Recovery Program administered by the Division of Administration.

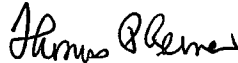
10 WHEREAS, the City of Slidell has been afforded the opportunity to
11 participate in the State of Louisiana Community Development Block Grant (CDBG)
12 Disaster Recovery Program administered by the Division of Administration; and
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14
15 WHEREAS, the State requires Grantees to establish procedures to deal with
16 citizen inquiries and complaints.
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18 NOW THEREFORE BE IT RESOLVED by the City of Slidell that the
19 attached policy entitled "Citizen Complaint Procedure", dated December 16, 2008 is
20 hereby adopted.
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22 **ADOPTED** this 16th day of December, 2008.

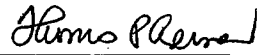
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26 Raymond H. Canada
27 President of the Council
28 Councilman, District E
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31 Thomas P. Reeves
32 Council Administrator
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1 **RESOLUTION R08-69**
2 **PAGE 2**
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4 CERTIFICATE

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6 I, Thomas P. Reeves, Clerk of the Slidell City Council, certify that the above and foregoing
7 constitutes a true and correct copy of a Resolution passed and adopted by the City of
8
9 Slidell on December 16, 2008.

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14 Thomas P. Reeves
15 Council Administrator
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CITIZEN COMPLAINT PROCEDURE

December 16, 2008

SECTION 1

It is the policy of the City of Slidell to review all complaints received by the City of Slidell.

SECTION 2

The following procedures will be followed on all complaints received by the City of Slidell:

- 1) The complainant shall notify the Mayor's Office of the complaint. The initial complaint may be expressed orally or by written correspondence.
- 2) The Mayor his designated representative of the complaint within five (5) working days.
- 3) The designated representative will investigate the complaint and will report the findings to the Mayor within five (5) working days.
- 4) The Mayor will notify the complainant of the findings in writing or by telephone within five (5) working days.
- 5) If the complainant is aggrieved by the decision, he must forward the complaint in writing (if previously submitted orally) to the Clerk Of The Council who will forward the complaint and all actions taken by the Mayor or designated representative to the appropriate Council committee for their review. This will be accomplished within five (5) working days of receipt of the written complaint.
- 6) The reviewing Council committee will have fifteen (15) working days to review the complaint and forward their decision to the complainant in writing.
- 7) If the complainant is aggrieved with the decision of the committee, he must notify the Clerk Of The Council in writing that he desires to be afforded a hearing by the Council. The complainant will be placed on the next regularly scheduled council meeting agenda. The Clerk Of The Council will notify the complainant in writing of the date of the hearing.

8) The complainant must bring all relevant data, witnesses, etc., to the hearing. The Council, at the hearing, will review the complaint and forward within fifteen (15) days a certified copy of the minutes of the meeting at which the hearing was conducted and a decision was rendered to the complainant. If a decision is not reached at the hearing, the Council will inform complainant of an appropriate date to expect a response. Within ten (10) working days of reaching a decision, the complainant will be notified in writing of the decision.

Complaints concerning the general administration of the DR/CDBG Program may be submitted in writing directly to the:

Division of Administration
Office of Community Development
Disaster Recovery Unit
Post Office Box 94095
Baton Rouge, Louisiana 70804-9095

SECTION 3

All citizen complaints relative to Fair Housing/Equal Opportunity violations alleging discrimination shall be forwarded for disposition to the:

Louisiana Department of Justice
Public Protection Division
Post Office Box 94005
Baton Rouge, Louisiana 70804

The complainant will be notified in writing within 10 days that, due to the nature of the complaint, it has been forwarded to the Louisiana Department of Justice.

or

Complainant may contact the Louisiana Department of Justice Public Protection Division directly at the Toll Free Telephone number 1-800-273-5718 or 1-225-326-6438.

SECTION 4

The City of Slidell will maintain a file for the purpose of keeping reports of complaints.

SECTION 5

This policy does not invalidate nor supersede the personnel or other policies of the City of Slidell which are currently adopted, but is intended to serve as a guide for complaints.

SECTION 6

This policy may be amended by a majority vote at any of the City of Slidell regularly scheduled meetings.

ADOPTION

This Citizen Complaint Procedure is hereby adopted by the Slidell City Council in regular session convened on this 16th day of December, 2008.