



APPEALS PROCESS

DEFINITION

A complaint as defined by these procedures is an applicant's unresolved dissatisfaction with any action or any aspect of the application process.

THE PROCESS

If an applicant has a complaint, the following steps must be taken:

1. The applicant shall submit the complaint orally or writing to the MUTEH Board President.
2. If not resolved with the Executive Director, the complaint shall be presented to the Grant Committee.
3. If the complaint is not resolved at this level, it may be appealed to the Executive Board. The President of the Board will notify the applicant of the Board's decision in writing two (2) days after a decision has been reached.
4. The applicant has the right to be represented at all of the procedures by counsel employed at their own expense, or by another person selected by the applicant.
5. At each step of the complaint the applicant shall receive a decision on the complaint within three (3) working days from the time notice of the complaint was presented.
6. All parties involved in a complaint will give immediate attention to the problem in order to resolve it as soon as possible.
7. When all steps as outlined in the Appeals Process are exhausted and the complaint has not been resolved to the appellant's satisfaction, the applicant may apply to HUD directly for funding according to **24 CFR 578.35**.
8. All decisions relating to the complaint shall be put in writing; copies shall be included in the applicant's Folder.
9. The applicant filing a complaint will be free from restraint, coercion, discrimination or reprisal.