

**RESOLUTION 2014- 12**


**A RESOLUTION ESTABLISHING CITY POLICY REGARDING WRITTEN  
CITIZENS COMPLAINT PROCEDURE.**

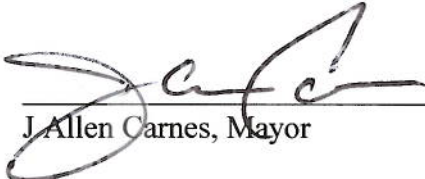
**BE IT RESOLVED BY THE CITY OF UVALDE AS FOLLOWS:**

1. City of Uvalde's complaint procedures will follow those prescribed by the Texas Department of Rural Affairs Complaint System, 10 TAC Sec. 1.11 and 1.13.
2. Any person having a complaint regarding any Texas Community Development Program (TCDP) project must submit in writing, details regarding the complaint to the City of Uvalde, c/o the Mayor. Upon receipt of said complaint, the Mayor shall contact the person making the complaint within ten (10) days in an attempt to resolve the matter. If resolution is not possible, the Mayor shall forward the complaint to the Uvalde City Council for formal action. The person(s) making the complaint shall be informed in writing as to when the City Council will consider the matter. Action by the Uvalde City Council shall be final.
3. Processing of complaints shall be conducted within a maximum thirty (30) day time period. If additional time is needed, the person making the complaint shall be notified of the reason and need for additional time.
4. If the person(s) making the complaint is not satisfied with City Council's final action, the Mayor shall provide the person making the complaint, the name, address, and telephone number of the Texas Department of Agriculture – Office of Rural Affairs -- Texas Community Development Programs staff person responsible for overall administration of the locality's TCDP project. The locality shall also provide a summary of the complaint to the TCDP staff person. A copy of the summary shall be provided to the person making the complaint and to the locality.

**Technical Assistance:** When requested, technical assistance shall be provided to groups representative of persons of low and moderate income. Assistance shall be offered in developing proposals for the use of TCDP funds. The level and type of assistance shall be determined by the locality based upon the specific needs of the community.

Adopted by the Uvalde City Council on this 13<sup>th</sup> day of May 2014.

  
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Susan M. Conley, City Secretary

  
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J. Allen Carnes, Mayor