

# Hidalgo County Urban County Program

## Disaster Recovery Housing Program

### Citizen Complaint and Appeals Procedures

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#### A. Complaint Process

Concerned Hidalgo County residents have the ability to file a complaint with the Hidalgo County Urban County Program (UCP) regarding the Disaster Recovery Program. If a resident has a complaint, the following steps will be followed:

1. The resident who has a comment or complaint about the services funded or to be funded by the UCP, as it relates to the Disaster Recovery Housing Program, may submit such comment or complaint in writing to the UCP Director:

- ATTN: Diana R. Serna, Director  
Hidalgo County Urban County Program  
Disaster Recovery Housing Program  
1916 El Tesoro Blvd.  
Pharr, TX 78577

*Complaints regarding fraud, waste, or abuse of government funds should be forwarded to the U.S. Department of Housing and Urban Development Office of Inspector General Fraud Hotline (phone: 1-800-347-3735 or email: [hotline@hudoig.gov](mailto:hotline@hudoig.gov)).*

2. The Director shall within five (5) working days of receiving the comments or complaints, conduct an investigation and determine an appropriate response. The Director will advise the resident who made said comments or complaints in writing. The Director will, within ten (10) working days of receiving the comment or complaint, advise the resident making the comment or complaint, in writing, why the response cannot be provided within ten (10) working days of receiving the comment or complaint and when a response can be expected.
3. The Director shall notify the resident who made the comment or complaint, in writing, of the final results of any investigation. Unless unusual circumstances interfere, all investigative action and reports documenting the findings should be accomplished prior to the 30<sup>th</sup> working day after the comment or complaint was originally received. Should this final response be delayed, the resident making the complaint shall be advised in writing, including the problems being encountered and a new date for final resolution of the comment or complaint.

4. If the resident who has a comment or complaint is not satisfied with the Director's response the resident may file an appeal with the Texas General Land Office Community Development and Revitalization Division (GLO-CDR) as outlined below.

## **B. Appeals**

1. If a citizen would like to appeal a decision made by the Hidalgo County Urban County Program Director, a written appeal must be submitted to the Texas General Land Office Community Development and Revitalization Division (GLO-CDR) within ten (10) days of the decision (documented by the certified mail delivery date). At the end of the ten (10) day period, if an appeal is not received, the local jurisdiction's decision will be upheld.

There are two ways to submit the appeal to GLO-CDR:

- Email GLO-CDR at [cdr@glo.texas.gov](mailto:cdr@glo.texas.gov); or
- Written letter mailed directly to GLO-CDR:

ATTN: GLO-CDR- Single Family Housing  
Texas General Land Office  
PO Box 12873  
Austin, TX 78711-2873