

**Fort Bend County
Community Development Department
Complaint and Appeal Procedures**

Lead Division:

Community Development Department Disaster Recovery Unit

Purpose:

Complaint and Appeal Procedures (Single Family Housing)

Summary:

Concerned citizens have the ability to file a complaint or appeal a decision to the Fort Bend County Community Development Department Disaster Recovery Unit and the Texas General Land Office Community Development and Revitalization Division (GLO-CDR). Policies and procedures are in place to help facilitate this process when it pertains to the Single-Family Housing Program.

Neither Fort Bend County nor GLO-CDR will respond to complaints or appeals that are posted on the respective social media outlets (Facebook, YouTube, Medium, Instagram or other outlets). A formal complaint or appeal must be submitted as outlined below.

Complaints:

1. Citizen Instructions

If a citizen has a complaint, they should initially contact Fort Bend County Community Development Department directly. There are multiple ways to submit the complaint:

- Telephone call to 281-341-4410;
- Email to Fort Bend County at communitydevelopment@fortbendcountytx.gov; or
- Written letters mailed directly to
Fort Bend County Community Development Department
ATTN: Disaster Recovery Unit
301 Jackson St.
Suite 602
Richmond, TX 77469

In cases where the citizen would like to contact GLO-CDR directly, there are multiple ways to submit the complaint:

- Telephone call to the GLO-CDR front desk line at 844-893-8937 or 512-475-5000;
- Email GLO-CDR at cdr@glo.texas.gov; or
- Written letters mailed directly to GLO-CDR:
ATTN: GLO-CDR — Single Family Housing
Texas General Land Office
PO Box 12873
Austin, TX 78711-2873

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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).

2. Community Development Staff Instructions

Community Development staff will respond to complaints within 5 business days where practicable and in a professional manner. A record is kept of each complaint received.

For expediency, telephone communication will be utilized as the primary method of contact. E mail and postmarked letters will be used as official correspondence.

Appeals:

1. Citizen Instructions

If a citizen would like to appeal a decision made by the Fort Bend County Community Development staff (e.g., applicant denial notification, request for a waiver to a program standard, etc.), a written appeal must be submitted to Fort Bend County 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.

If Fort Bend County denies the appeal, the citizen may submit an appeal to GLO-CDR for further consideration. The appeal must be received within ten (10) days of Fort Bend County's appeal denial (documented by the certified mail delivery date). There are two ways to submit the appeal to GLO-CDR:

- Email GLO-CDR at cdr@glo.texas.gov; or
- Written letters mailed directly to GLO-CDR:
ATTN: GLO-CDR — Single Family Housing
Texas General Land Office
PO Box 12873
Austin, TX 78711-2873

2. GLO-CDR Procedures

Upon receipt of an appeal request, the Fort Bend County staff and GLO-CDR customer relations staff will respond to the appellant within 3-5 days acknowledging receipt of their submitted appeal. When practical, a written decision to the appellant will be sent within ten (10) days; however, some cases may require additional time for the review. Fort Bend County and/or GLO- CDR will keep a record of each appeal that it receives.