

COUNTY OF HIDALGO URBAN COUNTY PROGRAM

CITIZEN COMPLAINT PROCEDURES

The following citizen complaint procedures adopted by the County of Hidalgo County Urban County Program (hereinafter called "Urban County") are intended to provide a timely written response to air complaints and grievances made against the Urban County Program efforts:

1. A person who has a comment or complaint about the services funded or to be funded by the Urban County Program administered by the Director of the Urban County Program; may submit such comment or complaint in writing to the Director.
2. The Director shall, within five work days of receiving the comments or complaints, conduct an investigation and determine an appropriate response. The Director will advise the person who made said comments or complaints, in writing. If, for any reason this cannot be done, the Director will, within ten working days of receiving the comment or complaint, advise the person making the comment or complaint, in writing, why the response cannot be provided within ten working days of receiving the comment or complaint and when a response can be expected.
3. The Director shall notify the person 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 30th working day after the comment or complaint was originally received. Should this final response be delayed, the person making the comment or 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 person who has a comment or complaint is not satisfied with the Director's response the person may notify the County Judge of Hidalgo County in writing specifying the reason for the person's dissatisfaction with the Director's response.
5. A copy of the above outlined comment and/or complaint procedures can be obtained at either the offices of Urban County or the County Judge, between the hours of 8:30 A.M. and 4:30 P. M., Monday through Friday (except holidays).

Passed Adopted and Ordered by the Commissioners' Court of Hidalgo County,
State of Texas, on the 9th day of September, 2014.

Ramon Garcia, County Judge

ATTEST:

Arturo Guajardo, Jr., County Clerk