

TOWN OF CALLAHAN, FLORIDA  
RESOLUTION NO. 2016-R12

A RESOLUTION OF THE TOWN COUNCIL OF THE TOWN OF CALLAHAN, FLORIDA ADOPTING PROCEDURES FOR MAKING COMPLAINTS AND LODGING GRIEVANCES RELATED TO THE TOWN'S ADMINISTRATION AND PERFORMANCE UNDER COMMUNITY DEVELOPMENT BLOCK GRANTS; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS the Town Council of the Town of Callahan, Florida finds that adopting a policy for making complaints and lodging grievances will benefit the administration and performance of the Town's Community Development Block Grants.

NOW THEREFORE, BE IT RESOLVED BY THE TOWN COUNCIL OF THE TOWN OF CALLAHAN, FLORIDA:

Section 1. All complaints and or grievances, including those involving the handicapped, shall be submitted in writing to the Community Development Administrator.

Section 2. If remedy is not provided, then the complaint or grievance shall elevate to the Citizens Advisory Task Force (CATF).

Section 3. If remedy is not provided, the complaint or grievance shall elevate to the Town of Callahan Town Commission.

Section 4. It shall be the policy of this locality to respond within fifteen (15) working days to all written complaints. It shall further be the policy of this locality to resolve complaints and grievances in a timely manner.

Section 5. Nothing in the policy or procedure is intended to keep anyone aggrieved from appealing decisions to the Florida Department of Economic Opportunity if proper resolution is not received.

Section 6. This Resolution shall become effective immediately upon its adoption.

INTRODUCED, PASSED, AND ADOPTED THIS 18<sup>th</sup> DAY OF July, 2016.

TOWN OF CALLAHAN, FLORIDA

  
Ken Bass, Town Council President

ATTEST:

  
Stephanie Knagge, Town Clerk

APPROVED:

  
Robert Rau, Mayor