



GRIEVANCE PROCEDURE

CITY OF CASA GRANDE HOUSING DIVISION
510 E. FLORENCE BLVD. CASA GRANDE, AZ 85122

In the event of a disagreement between any parties involved in our Housing Programs namely; contractor, homeowner, housing staff, and suppliers, or other interested parties, regarding any process of the program including and not limited to: Procurement, Bid Process, Bid Award, Payment Schedule, Change Orders, Workmanship, and Warranties, a formal grievance procedure must be followed. Steps and time frames as described below:

- 1) A written complaint specifying the problem must be submitted to the Housing Manager.
- 2) Housing Manager will issue a determination within two (2) weeks of receiving the written complaint.
- 3) If the Housing Manager's determination is not satisfactory, this may be appealed by submitting a written request to the Planning and Community Development Director.
- 4) A determination by the Director will be issued within two (2) weeks.
- 5) The Director's determination may be appealed in writing to the City Manager.
- 6) The City Manager's determination is to be considered FINAL, and will be issued within two (2) weeks.

NOTE:

This does not preclude the complainant from appealing to other parties they deem necessary, i.e., City Council, Registrar of Contractors, or Trade Organization.

For complaints regarding alleged discrimination the Housing Manager will assist in providing the proper 504 or A.D.A. procedure.