

CLAY COUNTY, TEXAS  
CITIZEN COMPLAINT PROCEDURES

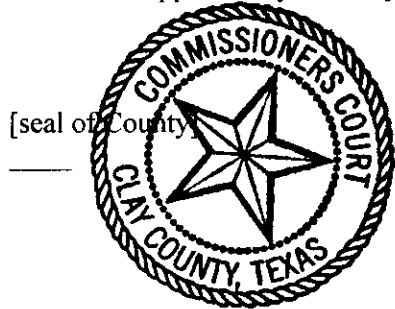
for the

TEXAS COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM

In order to comply with the Texas Department of Agriculture's Complaint System, the following citizen complaint procedures, adopted by Clay County, Texas, are intended to provide a timely written response to all complaints and grievances made against Clay County, Texas, Community Development Program efforts:

1. A person who has a comment or complaint about the services funded or to be funded by a block grant administered by the County may submit such comment or complaint in writing to the County Judge who is responsible for administering the block grant program.
2. The County Judge shall, within five work days of receiving the comments or complaints, conduct an investigation into same, determine an appropriate response to same and so advise the person who made said comments or complaints, in writing. If, for any reason this cannot be done, the County Judge will, within five 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 five working days of receiving the comment or complaint and when a response can be expected.
3. The County Judge shall notify the person who made said comments or complaints, in writing, of the final results of any investigation conducted. Unless unusual circumstances interfere, all investigative action and reports documenting the findings of same should be accomplished prior to the 15th working day after the comments or complaints were originally received. Should this final response be delayed, the person making the comments or complaints, must be so advised in writing, to include the problems being encountered and a new date for final resolution of the comment or complaint.
4. A copy of the above outlined comment and/or complaint procedures can be obtained at the County Court House Annex in the City of Henrietta, Clay County, Texas, between the hours of 9:00 A.M. and 4:00 P.M., Monday through Friday (except holidays) .

Passed and approved by the Clay County governing body on July 21, 2014.



JUDGE *Kenneth Lygett*

ATTEST:

Type Title

*Nasha Kelton, county clerk*