



**COUNTY OF BUTLER  
Section 504 Grievance Procedure  
FOR HUD FUNDED PROGRAMS**

**INTRODUCTION**

The County of Butler, as required by the federal CDBG, HOME and ESG programs, will ensure that the grievance process is made available to any citizen who chooses to file a grievance on any aspect of a federal program. This plan also includes the CDBG entitlement communities of Jefferson Township, Penn Township, Slippery Township, and Summit Township of Butler County.

**SECTION 504 GRIEVANCE PROCEDURES**

The County of Butler will undertake the following steps when a citizen chooses to file a grievance on aspect of a federal program where handicapped accessibility is addressed.

- 1) Any citizen choosing to file a formal grievance may obtain a form at Butler County Human Services or Butler County Planning Commission in person at 124 West Diamond Street Butler, PA 16001 or by calling (724) 284-5114.
- 2) If the individual filing the grievance is in need of assistance to read or complete the form, assistance will be made readily available.
- 3) Once the grievance is received by Butler County Human Services' Community Housing Development Coordinator, a response will be made within fifteen (15) business days.
- 4) If the individual is not satisfied with the response, the individual may request to speak with the Chairman of the Board of Commissioners. Requests can be made by calling (724)284-5100. Once the Chairman is able to speak with the individual filing the grievance, a response will be made within fifteen (15) business days.
- 5) If the individual remains unsatisfied, they may choose to contact the Department of Community and Economic Development (DCED) to further discuss the grievance. The contact person and phone number will be provided to the individual by Butler County Human Services staff upon request.
- 6) Once the grievance reaches the designated contact person at DCED, response time is at the discretion of DCED.
- 7) Documentation of the grievance process, the grievance form and resolution will be maintained in a file within the Department of Human Services for ESG and HOME or Butler County Planning Commission for CDBG entitlement communities.



## Contact Information

For more information regarding the CDBG program, please contact the Butler County Planning Commission, 214 South Diamond Street, PO BOX 1208, Butler, PA 16003-1208. (724) 284-5300. For more information regarding HOME or ESG contact the Human Services Department, 214 West Diamond Street, PO BOX 1208, Butler, PA 16003-1208. (724) 284-5114.

Adopted: June 10, 2015

