

ROWAN COUNTY

FAIR HOUSING COMPLAINT PROCEDURE

Housing discrimination is prohibited by Title VIII of the Civil Rights Act of 1968 and by the North Carolina State Fair Housing Act. In an effort to promote fair housing and to ensure that the rights of housing discrimination victims are protected, Rowan County has developed the following procedures for receiving and resolving housing discrimination complaints:

1. Any person or persons wishing to file a complaint of housing discrimination in Rowan County may do so by informing the Planning Director of the facts and circumstances of the alleged discriminatory acts or practice.
2. Upon receiving a housing discrimination complaint, the Planning Director shall acknowledge the complaint within 10 days in writing and inform the North Carolina Human Relations Commission (217 W. Jones St., Raleigh, NC 27603-1334, 919-807-4220) about the complaint.
3. When a housing complaint cannot be resolved at the local level, the Planning Director shall offer assistance to the Human Relations Commission in the investigation and reconciliation of all housing discrimination complaints which are based on events occurring in Rowan County.
4. The County shall publicize in the local paper that the Planning Director is the local official to contact with housing discrimination complaints.

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CITIZEN PARTICIPATION PROCEDURE FOR COMPLAINTS

Rowan County has developed a procedure to process complaints which may be received involving the Scattered Site Housing CDBG Project or any other HUD-funded program. There are two basic forms of complaint procedures: 1) verbal complaints which will be dealt with informally by the Planning and Development Office and 2) written complaints which will be dealt with formally with a set of procedures including appeals.

All written complaints received by Congressional staff, local elected officials, the County Manager, and the Planning and Development Office will be logged in as received by the Planning and Development Office. Within a ten-day period following the receipt of this complaint, a response will be developed by the Planning and Development Office, reviewed by the County Manager and Planning Director, and mailed to the party who wrote the complaint. This response will include property documentation and background of the case in question, the proposed action, and the time frame in which the complaint will be addressed.

In the event this response is unsatisfactory to the person making the complaint, that party will be referred to the Project Area Committee. This Committee and the Planning and Development Office will hold a hearing to discuss the case. Minutes of these hearings will be held on file, and a written response by the Committee will be made to the complainant. The second procedure for the appeal process will be a hearing held by the County Board of Commissioners whereby the same procedure will be followed including a written response.

The final appeal can be made to the Division of Community Assistance or other agency which provides the funds. At this point, all parties will be present at a hearing at the Board of Commissioners Meeting Room. The written recommendation made by the State staff will be final in all cases.

It is the responsibility of the person making the complaint to furnish documents, provide documentation to support allegations, provide counsel if desired, inform in writing to the Planning and Development Office if they are represented by a third party, and attend the meeting involving a review of their complaint.