



## Community In-Power and Development Association Inc.

600 Austin Avenue, Port Arthur, Texas 77640

### Grievance Procedure

**Purpose:** The Community In-Power and Development Association Inc. (**CIDA Inc.**) is committed to promptly and fairly resolving complaints alleging violations of 40 C.F.R. Parts 5 and 7, which prohibit discrimination on the basis of race, color, national origin, sex, age, or disability in our programs and activities.

#### Complaint Submission:

1. Any individual who believes they have been subjected to discrimination prohibited by 40 C.F.R. Parts 5 and 7 may file a complaint with CIDA Inc.
2. Complaints must be submitted in writing and should include:
  - o Name and contact information of the complainant
  - o Detailed description of the alleged discrimination (including dates, locations, and individuals involved, if known)
  - o Any supporting documentation or evidence

#### Complaint Review:

1. Upon receipt of a complaint, CIDA Inc. will acknowledge the complaint within 10 business days.
2. The complaint will be promptly and thoroughly investigated by designated personnel to determine its validity.
3. The investigation will include gathering relevant information, interviewing witnesses (if applicable), and reviewing pertinent documents.

#### Resolution:

1. Based on the findings of the investigation, CIDA Inc. will make a determination regarding the complaint.
2. If discrimination is found to have occurred, CIDA Inc. will take appropriate corrective actions to remedy the situation promptly.
3. The complainant will be informed in writing of the outcome of the investigation and any actions taken by CIDA Inc. to address the complaint.



**Appeals:**

1. If the complainant is dissatisfied with the resolution, they may appeal within 10 business days of receiving the outcome.
2. Appeals should be submitted in writing and include the basis for the appeal.
3. An impartial review panel will be convened to review the appeal and render a final decision.

**Non-Retaliation:** CIDA Inc. prohibits retaliation against any individual who files a complaint or participates in the grievance process.

**Contact Information:** For inquiries or to submit a complaint, please contact: Hilton Kelley, Executive Director, [Hilton.Kelley@CIDAINC.org](mailto:Hilton.Kelley@CIDAINC.org)