
CHAPTER 1. GENERAL

- 1-1 PURPOSE. The purpose of this Handbook is to set forth the reporting and control procedure for all HUD Fair Housing and Equal Opportunity (FHEO) complaints and compliance reviews which will accommodate Headquarters, Regional, Area and Service Office needs for a uniform means of receiving, recording and controlling complaints and compliance reviews and reporting actions taken during the processing of complaints and compliance reviews.
- 1-2 APPLICATION. The following procedure applies to all Fair Housing and Equal Opportunity complaints and compliance reviews under the jurisdiction of the Assistant Secretary for Fair Housing and Equal Opportunity, including complaints filed with HUD pursuant to Title VI of the Civil Rights Act of 1964, Section 109 of the Housing and Community Development Act of 1974, Title VIII of the Civil Rights Act of 1968, Section 3 of the Housing and Urban Development Act of 1968, Executive Order 11063, Section 504 of the Rehabilitation Act of 1973, and HUD contract provisions involving civil rights or equal opportunity considerations.
- 1-3 RESPONSIBILITY
- a. Headquarters. The Fair Housing and Equal Opportunity Office of Management and Field Coordination is responsible for the development and implementation of the reporting and control procedure for Headquarters, Regional, Area and Service Offices. That office will also analyze Regional Office reporting and control operations and provide needed instructions and guidance with respect to this reporting and control procedure.
 - b. Regional Office. The Director, Office of Regional Fair Housing and Equal Opportunity (Hereinafter referred to as Director, Regional FHEO) is delegated responsibility to administer the reports and control procedure within the Regional Fair Housing and Equal Opportunity Offices to insure that complete, appropriate and timely information is furnished to the Regional Fair Housing and Equal Opportunity Program Management and Control Officer. The Program Management and Control Officer is responsible for implementation and supervision of the procedure. In those offices where Program Management and Control Officers are not assigned, the Director, Regional FHEO will designate a staff member to perform this function and notify the Assistant Secretary for Fair Housing and Equal Opportunity of such designation. It is the responsibility of the Program Management and Control Officer or his designee to

review logs to insure data reflecting each action taken on the complaint or compliance review as submitted to the Program Management and Control Officer is recorded on the appropriate log.

Actions taken on complaints and compliance reviews are to be reported to the Program Management and Control Officer as each of these actions occurs.

- c. Area and Service Offices. The Fair Housing and Equal opportunity staff of these offices shall refer promptly all complaints to their Director, Regional FHEO. If an Area Office Fair Housing and Equal Opportunity staff member is assigned a complaint or compliance review at the direction of the Regional Office, it is the duty of the Program Management and Control Officer or designated representative to insure that all actions taken on such complaint or compliance review are recorded on the appropriate log as these actions occur.