Texas General Land Office
2024 Disasters

KNOW BEFORE YOU FILE A COMPLAINT

What is a Complaint?

The Texas General Land Office (GLO) appreciates stakeholder feedback regarding the Homeowner Assistance Program (HAP) and Homeowner Reimbursement Program (HRP). A ***complaint*** is any issue reported by an applicant or stakeholder that is not an appeal of a program determination (ineligibility, award type, or award amount). Complaints can be about customer service received, compliance with building standards, or any other aspect of program operations.

THINGS TO KNOW

- The GLO customer service team will review your complaint and supporting documents in full and respond directly to you.
- The team will consider documented program policies and procedures when resolving a complaint.
- Stakeholders must first submit the complaint to the program directly before sending a second level complaint to the GLO.

Preparing a Complaint

As the stakeholder, ***it is your responsibility*** to support your complaint with documentation. All supporting documentation must be submitted with the initial complaint. The customer relations team is not responsible for collecting or requesting missing or additional information.

The following are examples of common complaint types and supporting documentation needed to support your complaint:

Complaint Type	Examples	Supporting Documentation Needed
Program Guidelines	Program is not following the program guidelines	Citation from guidelines and documentation supporting that guidelines were not followed
Application Issues	Failure to provide a status update, extended length of time in a specific status	Documentation showing program staff did not provide status update within 5 days of request or application has been in the current status for longer than allowable time
Construction Issues	Delay in construction process, request for GLO review of contractor work during construction process, applicant unable to file a warranty claim with builder after construction is complete	Photographs, emails, text messages, etc. supporting claim that the assigned builder did not complete the agreed upon project scope of work or was unresponsive to a warranty claim
Customer Service	Program or builder staff provided poor customer service	Emails, text messages, etc. documenting the customer service issue

Process Overview

1. Stakeholder experiences issue of concern.
2. Stakeholder first submits the complaint to HAP or HRP program team.
3. Program team provides stakeholder with complaint resolution.
4. If the complaint is not resolved with the program, then stakeholder may submit the complaint to the GLO.
5. GLO provides stakeholder with complaint resolution.

WAYS TO SUBMIT A COMPLAINT

Online: https://www.glo.texas.gov/disaster-recovery/filing-complaint-or-appeal
Email: cdr@recovery.texas.gov
Phone: **844-893-8937**

Mail: *ATTN: GLO-CDR – Community & Quality Assurance*
Texas General Land Office
PO Box 12873
Austin, TX 78711-2873