**COMPLAINT PROCESSING CHART**

**Request for Assistance**
(complaint form) completed and submitted to Ombudsman
HCD 419 - MHP CPT
HCD 420 - MH Sales CPT

**Jurisdiction Evaluated**
Complaint form reviewed and evaluated for jurisdiction

**Ombudsman Jurisdiction**

**Complaint Accepted**
Subject notified by mail and allowed to resolve complaint or respond to allegations

**Complaint Resolved**

**Complaint Closed**

**Manufactured Home/Commercial Coach Complaints**

- Referred to HCD Area Office or Occupational Licensing for Investigation
  - Violations Substantiated
    - Correction Ordered and/or Warning Letter Issued
      - Violations Corrected
      - License Disciplinary Action and/or Legal Action Pursued

**Mobilehome Parks/Employee Housing Complaints**

- Referred to HCD Area Office or Local Enforcement Agency for investigation
  - Violations Substantiated
    - Correction Ordered
    - Violations Corrected
    - License Disciplinary Action and/or Legal Action Pursued

**Mobilehome Residency Law Complaints**

- Referred to HCD Area Office or Occupational Licensing for Investigation
  - Violations Substantiated
    - Correction Ordered
    - Violations Corrected
    - License Disciplinary Action and/or Legal Action Pursued