

OURAY COUNTY HUMAN SERVICES PROCEDURE	
TITLE: Complaint Procedure	
DEPARTMENT/S: Child Welfare	EFFECTIVE Date: 1/2024
	REVISION Date:
REGULATIONS: C.R.S. 19-3-211	
AGENCY LETTERS: IM-OCYF-2023-0003; OM-FEA-2020-0008; HCPF OM 23-004; HCPF OM 23-003	
APPROVED BY: Linnea Edwards, Director	

Purpose

To establish the procedure for handling complaints received by Ouray County Department of Human Services.

Definition

“Complaints” is a term that is very broad, potentially including any concerns received by the department regarding conduct by Human Services staff, disagreement with policies or procedures or any other dissatisfaction expressed to the department. The term “Grievance” may be used interchangeably with the term “Complaint”.

Procedures

Complaints regarding departmental policies and procedures or other non-personnel issues will be directed to the supervisor of the unit that was the subject of the complaint. The supervisor will determine the best course of action to take in response to the complaint. If necessary, the director, or designee, will become involved in the resolution of the complaint.

Complaints regarding the conduct of staff members will be directed to the director, or designee, who also serves as the department’s complaint coordinator. Standard procedure upon the receipt of a complaint is for the complaint coordinator to ensure that the concerns were received in writing. The complaint coordinator may contact the individual who made the complaint in order to gather additional information and/or to request the information in writing.

Within ten working days of receiving the complaint, the director, or designee, shall review the complaint. The director, or designee, will act upon the complaint within 20 days. If the county director or designee is able to resolve the grievance to the complaint’s satisfaction they will issue a written final decision within thirty-five (35) days of receipt of the grievance setting forth the resolution. If the complaint was forwarded from the Colorado Department of Human Services and the appropriate state department will be copied on the county’s response.

If the county Department director or designee is unable to resolve the grievance to the complainant's satisfaction and upon the request of the complainant, the county director/ designee shall refer the grievance to the office of the Child Protection Ombudsman per 19-3-211(1)(c)(III). In addition the Department director or designee shall provide the complainant with the contact information for the Colorado Division of Child Welfare to file an official complaint; 303.866.3275 or through their website:<https://cdhs.colorado.gov/contact-cdhs>.