

<b>LA PLATA COUNTY HUMAN SERVICES PROCEDURE</b>	
<b>TITLE: Complaint Procedure</b>	
<b>DEPARTMENT/S: All Programs</b>	<b>EFFECTIVE Date: 1/09</b>
	<b>REVISION Date: 11/13; 10/23</b>
<b>REGULATIONS: C.R.S. 19-3-211</b>	
<b>AGENCY LETTERS: IM-OCYF-2023-0003; OM-FEA-2020-0008; HCPF OM 23-004; HCPF OM 23-003</b>	
<b>APPROVED BY: <i>Martha Johnson</i></b>	

**Purpose**

To establish the procedure for handling complaints received by La Plata 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 assistant director will become involved in the resolution of the complaint.

Complaints regarding the conduct of staff members will be directed to the department’s office manager, 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 complaint coordinator will direct the complaint to the staff member’s supervisor and the agency director. The director shall act upon the complaint within 20 days after the director receives it. The director will respond to the complaint in writing with a final decision within 35 calendar days of receipt of the complaint. If the complaint was forwarded from the Colorado Department of Human Services or the Colorado Department of Health Care Policy and Financing, the appropriate state department will be copied on the county’s response.

If a complaint is in regards to a child welfare case, the director’s written response will include contact information for the Office of the Colorado Child Protection Ombudsman. A complainant may contact the Child Protection Ombudsman if the complaint is not resolved to the satisfaction of the complainant. Nothing in this policy prevents a complainant from making a complaint directly to the Child Protection Ombudsman.