



# Grand County

Colorado

## **Grand County Department of Human Services Jackson County Department of Social Services County Policy for Complaints or Grievances Concerning County Child Welfare Employee Conduct**

Legal Authority: 19-3-211 C.R.S., 12 CCR 2509-3

### Complaint options:

1. Talk with your Caseworker directly regarding your concern and attempt to resolve the conflict.
2. If you feel as though your concern has not been resolved, please contact your Caseworker's Supervisor at 970.725.3331 and request a meeting with both the Caseworker and the Supervisor to discuss the concerns and find resolution.
3. If still unresolved, you may request a meeting with the Supervisor and the County DHS Director.
4. If you are still dissatisfied, you may initiate a complaint by filing a written grievance.

### I. Pursuant to Section 19-3-211, C.R.S.:

12 CCR 2509-7 7.606 Grievance is defined as a complaint filed by a complainant regarding the conduct of an employee of a county department of social services in performing his/her duties under Article 3 of the Children's Code. "Grievance" does not include complaints regarding conduct by the courts, attorneys, law enforcement officials, employees of the State, foster parents or other providers of services to children, or other family members.

The grievance process concerning employee conduct shall provide for the resolution of grievances as follows:

1. All written grievances must be submitted to the county director for internal resolution within ten working days after receipt of the grievance.
2. If the county department has resolved the grievance to the complainant's satisfaction, the department will issue a written final decision within thirty-five days of the receipt of the grievance.
3. If the county department is unable to resolve the grievance to the complainant's satisfaction and upon the request of the complainant, the county shall provide the complainant with the contact information for the Office of the

Child Protection Ombudsman. 720.625.8640 <https://www.coloradocpo.org/>.  
Complainant may also contact the Colorado Division of Child Welfare at  
303.866.3275 or through their website: <https://cdhs.colorado.gov/contact-cdhs>

II. Nothing in this section shall be construed to direct or authorize any participant in the conflict resolution process to use the process to interfere with any civil or criminal investigation or judicial proceeding, to seek relief from any court action, or to seek a remedy that is within the authority of a court having jurisdiction over a pending proceeding. A county department shall not be precluded from presenting any relevant evidence in a pending civil or criminal investigation or proceeding that the county department has obtained in the course of fulfilling its duties in the conflict resolution process pursuant to the provisions of this section.