



**Eagle County Department of Human Services**  
**Policy & Procedure: Child Welfare Complaints and Grievances**

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

Eagle County Department of Human Services (ECDHS) strives to provide high quality customer service. All grievances regarding an ECDHS child welfare employee will follow this procedure. Grievances may come to the attention of ECDHS directly through a complainant, or via the Division of Child Welfare at Colorado Department of Human Services or via the Child Protection Ombudsman.

ECDHS employees will attempt to resolve grievances and complaints following the options below:

1. The complainant is encouraged to first speak directly with the ECDHS employee involved in their concern(s) and attempt to resolve the concern.
2. If the complainant feels as though their concern has not been resolved, they are respectfully instructed to contact a member of the child welfare leadership team by calling 970-328-8840 and asking to speak with a child welfare supervisor or manager. Discuss the concerns and try to find a resolution.
3. If the complainant feels as though their concern is still not resolved, they may request a meeting with the ECDHS Director or Deputy Director. Once the complaint has involved the Director, the following procedure will then be followed:
  - a. The Director of ECDHS may assign an employee to resolve the grievance within 60 days. This employee shall gather background information, speak with the complainant and other parties involved in the grievance, complete other tasks as necessary and provide the complainant with a written notice of final decision.
  - b. If ECDHS resolves the grievance to the complainant's satisfaction, the grievance will be closed at this time.
  - c. If the complainant feels as though their concern is still not resolved, the complainant will be directed to speak with employees at the Colorado Department of Human Services (CDHS) Division of Child Welfare and/or the Child Protection Ombudsman's office.
  - d. ECDHS will work with CDHS and/or the Child Protection Ombudsman's Office and the complainant to seek a resolution.

ECDHS Annual Reporting Requirements:

1. CDHS requires that ECDHS submit an annual report summarizing all child welfare grievances that took place within the state fiscal year (July 1st - June 30th of each year). Confidential and identifying information is not included in this report.

2. A copy of Eagle County's Grievance policy will also be submitted.
3. The annual report will identify the number of child welfare grievances that required ECDHS Director involvement and the disposition of the related grievances.

The Grievance Process Shall Not Interfere:

Nothing in this policy authorizes 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.

ECDHS shall not be precluded from presenting any relevant evidence in a pending civil or criminal investigation or proceeding that ECDHS has obtained in the course of fulfilling its duties in the conflict resolution process pursuant to the provisions of this section.