

How to Resolve a Complaint

When you have concerns about the conduct of a **Larimer County Human Services** employee.

We have a philosophy of attempting to resolve issues at the most immediate level possible.



Step by Step Instructions

If you have concerns about the conduct of an employee and have spoken to the worker directly without resolution, please contact the employee's supervisor or manager-on-call to address the issue. The supervisor will provide an initial response to your concerns and may be able to resolve the issue immediately.

If you need assistance in finding contact information for the supervisor, please call or email the Complaint Coordinator at 970.498.6311 or hs-info@larimer.org.

If you are not satisfied with the initial response to your concerns from the supervisor, you can:

- Complete the formal complaint online at www.larimer.org/humanservices/complaints/form
- Call the complaint coordinator at 970.498.6311
- Email the complaint coordinator at: hs-info@larimer.org for assistance on filing the formal complaint

We will contact you within 2 business days to confirm your complaint was received and notify the appropriate person to respond to your concerns.

The Response

The Division Manager or their Deputy who is assigned your complaint will contact you within 2 business days of receiving your complaint to hear directly from you. They will investigate your concerns, take any appropriate steps to address your concerns and then provide a written response to you.

Their work will be reviewed and approved by a member of the Senior Leadership Team for Larimer County Human Services before it is sent to you. This is the final step in the complaint process.

If the complaint meets certain criteria as defined in Code of Colorado Regulations (CCR) 7.606, child welfare complaints may also be reviewed by the Citizen Review Panel, a group of independent County citizens appointed by Larimer County Commissioners. Please speak to the Complaint Coordinator if you want additional information.

It is important to note that this process is specific to complaints about Larimer County Human Services employee conduct only. Employee decisions that are subject to appeal or recommendations that are decided upon by the Court system should be appealed through those established procedures. The person responding to your complaint can explain which of your concerns would be outside of this complaint process and should be directed elsewhere.



Contact Us

COMPLAINT COORDINATOR

Larimer County Human Services

1501 Blue Spruce Drive Fort Collins, CO 80524

Phone: 970.498.6311 • Email: hs-info@co.larimer.co.us

Larimer County Human Services online complaint form can be found here:

<https://www.larimer.org/humanservices/complaints>

INCLUDES: employee conduct, potential discrimination, HIPAA violations and Section 504 compliance

OTHER OPTIONS:

Colorado Department of Human Services (CDHS)

Online complaint form: <https://www.colorado.gov/pacific/cdhs/contact-us-5>