

## WHEN YOU HAVE CONCERNS

When you have concerns, we encourage you to speak directly to the person with whom you have an issue, or speak with the worker's immediate supervisor.

If you have complaints or concerns involving the services provided by the Larimer County Department of Human Services (LCDHS) or the conduct of a LCDHS employee, please take the following steps.

1. Talk to the worker directly about your concerns and allow them an opportunity to attempt to resolve the conflict.
2. If talking directly to the worker does not resolve the conflict, please contact the worker's supervisor and allow them an opportunity to address your concerns. They are available to meet in person upon request.
3. If you are not satisfied with the response provided by the supervisor, they will provide contact information for the Deputy Division Manager or you can call 970-498-6990 and ask for their name and number. The Deputy Division Manager will investigate your concerns and respond to them.
4. If this response still does not resolve your concerns, please contact the Director's office. The Business Operations Coordinator, Ann Marie Grobarek, will initiate the formal complaint/grievance process. She can be reached at 970-498-6311 or by sending an email to [agrobarek@larimer.org](mailto:agrobarek@larimer.org). If you prefer, you can complete a complaint form and submit it via our website or in person at one of our offices.

## HOW TO REGISTER A FORMAL COMPLAINT/GRIEVANCE

You may contact us by telephone or email. You may also complete a complaint form and send it to us via the Virtual Courthouse, fax, or by dropping it off at one of our locations in person. You can also submit the complaint in writing if you provide all of the following information:

- Your name, address, phone number and email;
- Your involvement with the complaint or role in the case (client, authorized representative, etc.);
- A brief description of your complaint and the workers involved;
- Any action you are requesting;
- The name of the LCDHS workers to whom you have spoken and what response you received.

## HOW TO OBTAIN A COMPLAINT FORM

If you have access to the Internet, you can obtain this form at [www.larimer.org/humanservices/faq](http://www.larimer.org/humanservices/faq). You may also pick up a form at the office location listed on this brochure or call 498-6311.

## WHAT HAPPENS WITH YOUR COMPLAINT/GRIEVANCE?

- We will contact you within 24 business hours and let you know your complaint was received.
- Your concerns about our services or employee conduct will be reviewed and investigated. This may involve further conversations with you. The Director will be notified within 10 business days of your formal complaint/grievance.
- A formal written response from the Director will be provided to you.

## HOW WE MAY HELP YOU RESOLVE THE CONCERN OR COMPLAINT

The Business Operations Coordinator is your point of contact and coordinates the response to your formal complaint/grievance. The response to your concerns may include the following:

- A description of the steps taken to provide an objective investigation of your concerns;
- An explanation of what is outside of the roles and responsibilities of the Department of Human Services, preventing us from being able to provide a response;
- An explanation of issues where we were unable to make a conclusive determination about what happened;
- And a description of actions we will take in response to your concerns or to resolve the issues you have brought to our attention within the limits of confidentiality.

## THE CITIZEN REVIEW PANEL

If you are still not satisfied by the response from the Human Services Director, per State statute, you may request that your complaint/grievance be referred to the Citizen Review Panel. Submit this request in writing via email or in person to the Business Operations Coordinator. If your complaint/grievance is eligible per the statute rules, the Citizen Review Panel may review and make recommendations for the Human Services Director to consider for your complaint/grievance.

## CONTACT INFORMATION

Ann Marie Grobarek  
Business Operations Coordinator  
Department of Human Services  
1501 Blue Spruce Drive  
Fort Collins, CO 80524  
(970) 498-6311  
(970) 498-7987 Fax

Jim Drendel, Division Manager  
Children, Youth and Family Division  
2555 Midpoint Drive, Suite E  
Fort Collins, CO 80525  
(970) 498-6900

Laura Walker, Director  
Department of Human Services  
1501 Blue Spruce Drive  
Fort Collins, CO 80524  
(970) 498-6300

## HOW TO RESOLVE A COMPLAINT OR CONCERN WITH THE CHILDREN, YOUTH AND FAMILY DIVISION

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**To appeal a confirmation  
of abuse & neglect,  
contact the State:**

**Phone:** 303-866-5432  
**[www.cdhs.state.co.us](http://www.cdhs.state.co.us)**

### **Mission Statement**

*The Children, Youth and Family  
Division supports the right of children  
to be safe. We believe it is the whole  
community's responsibility to support  
and ensure the welfare of children.*

