

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 you contact information for the Division Manager or the Deputy Division Manager responsible for their program. You can also obtain their number by calling 970-498-6300. They 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 Human Services 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. 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. Or you can 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/complaints. 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 people involved in responding 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 requirements.

STATE APPEALS

If you are still not satisfied by the response from the Human Services Director, you may choose to send your complaint to the State of Colorado.

If you wish to appeal a determination regarding benefits, please follow the appeal instructions on your determination letter.



CONTACT INFORMATION

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HOW TO RESOLVE A COMPLAINT OR CONCERN WITH THE DEPARTMENT OF HUMAN SERVICES

Complaints Regarding

Food, Medical & Financial Assistance

Child Support

Accounting/Business Operations

Office on Aging

Adult Protection Services

Options for Long Term Care

Fraud & Recovery

Mission Statement

*To provide safety and support for
children and vulnerable citizens.*

