



**Director:**  
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## Department of Social Services

Montezuma County Department of Social Services Policy for Grievances concerning Child Welfare  
Legal Authority: 19-3-211 C.R.S., 12 CCR 2509-3 Rule 7.606 (B) (C)

### Definition:

“Grievance”: means a complaint filed by a complainant regarding the conduct of an employee of a county department of social services 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.

“Complainant” means any person who was the subject of an investigation of a report of child abuse or neglect or any parent, guardian, or legal custodian of a child who is the subject of a report of child abuse or neglect and brings a grievance against a county department in accordance with the provisions of C.R.S. §19-3-211.

- I. The grievance process concerning child welfare services or concerning employee conduct shall provide for the resolution of the grievance as follows:
  - 1) All grievances shall be submitted to the county Director of Social Services, in writing, within ten days of receipt of the grievance by the county. Grievances can be submitted directly to the Director via email- [khargraves@co.montezuma.co.us](mailto:khargraves@co.montezuma.co.us) or US postage 109 West Main Street, Suite 170, Cortez, CO 81321 Attn: Director
    - a. The grievance shall contain the following information:
      - i. Complainants address, name, and phone number
      - ii. A detailed description of the event or actions that have caused the grievance, date and time of the issue, and the staff member/s associated with the grievance.
      - iii. Any additional information regarding the grievance the complainant may have.
  - 2) The County Director shall act on the grievance within twenty (20) days after they receive it.
  - 3) If the county department has resolved the grievance to the complainant’s satisfaction, it will issue a written final decision resolving the grievance within thirty five days of receipt of the grievance. If the decision resolves the grievance to the complainant’s satisfaction, the grievance will be closed.
  - 4) If the grievance is not resolved to the complainant’s satisfaction, the complainant can request that the Director refer the grievance to the Office of the Child Protection Ombudsman.
  - 5) Nothing in this procedure prevents a complainant from making a complaint directly to the Office of the Child Protection Ombudsman.
    - a. To make a complaint visit [Coloradocpo.org](http://Coloradocpo.org) or call 1-720-625-8640. See attached flyer with addition information.

- II. MCDSS shall prepare and submit an annual report along with a copy of this Grievance Policy to the Colorado Department of Human Services (CDHS). The annual report and the policy shall also be made available to the public. The annual Report will identify the number of grievances filed and the disposition of each complaint or grievance. Submissions will be reviewed by the CDHS.
- III. MCDSS shall post information about the grievance process on the county department's public-facing website, or otherwise provide information concerning the grievance process to individuals involved in the county child welfare system.
- IV. MCDSS is not precluded from presenting any relevant evidence in a pending civil or criminal investigation or proceeding that MCDSS has obtained in the course of fulfilling its duties in the conflict resolution process pursuant to this section.