

Montezuma County of Human/Social Services
County Policy for Grievances Concerning County Employee Conduct
Legal Authority: 19-3-211 C.R.S., 12 CCR 2509-3 Rule 7.200.3-7.200.4

I. A Citizen Review Panel is hereby created in this county/city and county. Pursuant to Section 19-3-211, C.R.S.:

- A. The members of the Citizen Review Panel shall be appointed by the governing body without influence from the state department or the county department.
- B. The members shall represent the community, have demonstrable personal or professional knowledge and experience with children, and not be employees or agents of the state department or any county department.
- C. At least one member of the Citizen Review Panel in each county and city and county shall be the parent of a minor child at the time of his or her appointment to serve on such panel.

The county department will maintain a list of the Citizen Review Panel members. The list of members will be provided to the state with the annual submission.

II. The grievance process concerning employee conduct shall provide for the resolution of grievances as follows:

- A.
 - 1. All grievances shall be submitted to the county director for internal resolution within ten working days after receipt of the grievance.
 - 2. The county director shall issue a written final decision resolving the grievance within twenty days. If the decision resolves the grievance to the complainant's satisfaction, the grievance will be closed.
 - 3. If the complainant's grievance is not resolved by the county director, upon the request of the complainant, the grievance will be referred to the Citizen Review Panel.
 - 4. The Citizen Review Panel will review the grievance and the county department's proposed resolution of the grievance within thirty days after receipt of the referral.
 - a. At the request of the complainant, the county department, or the subject of the grievance, the Citizen Review Panel, as part of its review, may take informal testimony submitted voluntarily and without fee by experts or other individuals, including county department personnel.
 - b. A Citizen Review Panel may request and receive information from any other county or city and county that may be pertinent to the grievance.
 - 5. The Citizen Review Panel shall provide the complainant and the county director written notification of its recommendation concerning the grievance and the basis for its recommendation.
 - 6. If the county department and complainant agree with the recommendation of the Citizen Review Panel, the county director shall issue a written final decision and the grievance shall be closed.
 - 7. If the county department and complainant disagree with the recommendation of the Citizen Review Panel, the grievance shall be referred to the governing body for review.
 - 8. The governing body shall submit a written decision containing its recommendation and the basis for its recommendation to the county director and any county department employee who is the subject of a grievance within thirty days of receiving the grievance. The county director shall issue a written final decision that shall include the county director's plan for implementation of the final decision.