

Program: Child Welfare
Policy Title: Child Welfare Grievance Policy
Effective Date: 09/01/2025

REFERENCES/REGULATION

CRS 19-3-211; 12 CCR 2509-7.606 (B); Volume 7 7.606 (B)

PURPOSE

The purpose of this policy is to provide guidance and procedure for Delta County Department of Human Services employees in regard to grievances and complaints as defined by Volume 7.606 (B).

DEFINITIONS:

“Grievance” means a complaint filed by a complainant regarding the conduct of an employee of a county department of social services in 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 and brings a grievance against a county department in accordance with the provisions of Section 19-3-211, C.R.S.

NOTICE OF RIGHTS AND REMEDIES PROCESS:

1. Child Welfare staff shall use the state provided form “Notice of Rights and Remedies” when removing any children from their home.
2. Child Welfare staff will fill out the form to the best of their ability, make a copy, and provide the original copy to the parents/guardians of the child(ren).
3. A copy of the form will be kept in the family’s case file.

GRIEVANCE PROCESS:

The grievance process concerning child welfare services or concerning employee conduct shall provide for the resolution of the grievance as follows:

1. All grievances received by county staff or independently shall be submitted to the County Director of Human Services, in writing, within ten days of receipt of the grievance. Grievances can be submitted directly to the Director via email or US Mail: 320 W. 5th St. Delta, CO 81416 Attn: Director
 - a. The grievance shall contain the following information:
 - i. Complainant’s name, address, and working 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 members 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 receipt.
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 (35) 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, and upon the complainant's request, the County Director shall refer the grievance to the Office of the Child Protection Ombudsman per CRS 19-3-211(1)(c)(III). In addition, the County Director shall provide the complainant with the contact information for the Colorado Division of Child Welfare to final an official complaint; 303-866-3275 or through their website: <https://cdhs.colorado.gov/contact-cdhs>.
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 or call 1-720-625-8640.
6. Delta County Human Services shall prepare and submit an annual report along with a copy of the 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 CDHS.
7. Delta County Human Services 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.
8. Delta County Human Services is not precluded from presenting any relevant evidence in a pending civil or criminal investigation or proceeding that Delta County Human Services has obtained in the course of fulfilling its duties in the conflict resolution process pursuant to this section.

Questions regarding this policy should be directed to the Director of Human Services: (970) 874-2030.

Signed by:



DELTA COUNTY HUMAN SERVICES DIRECTOR

8/5/2025

DATE



VICE CHAIR, DELTA COUNTY BOARD OF COUNTY COMMISSIONERS

8-5-2025

DATE