



## ***Cheyenne County Policy***

<b>POLICY TITLE</b> Grievance Policy	
<b>EFFECTIVE DATE</b> 10/7/2024	<b>REVISION DATE</b> 10/7/2024
	<b>Approved</b> <b>Jane Tallman Director</b>

### **Purpose**

The purpose of this policy is to establish an appropriate grievance procedure.

### **Procedure**

1. Persons willing to make a complaint shall be encouraged to do so. The complaint should try to be resolved by the complainant in this order: 1) to the direct supervisor of the worker; if not resolved then to 2) the Director; if not resolved then to 3) the Board of County Commissioners.
2. Persons willing to make a complaint shall be encouraged to do so: 1) in person; 2) or in writing.
3. Complaints should first try to be resolved by being made to the Supervisor of the worker. In order to protect confidentiality while receiving the complaint, no one other than the Supervisor and the complainant shall be present. The complaint should be investigated or resolved by discussion within 5 business days.

4. If the complainant still feels that the complaint is not resolved then he/she should then make the complaint to the Director of Human Services. In order to protect confidentiality while receiving the complaint, no one other than the Director and the complainant shall be present.
5. An investigation shall be conducted by the Director. A written response will be given to the complainant within 10 working days following the investigation.
6. If the complainant is not satisfied with the response, they may contact the County Commissioners 1) in person; 2) or in writing.
7. When all the information has been gathered from the complainant, the Commissioners shall proceed to investigate the issue: 1) themselves, directly; 2) by delegating the investigation to appropriate county resources; 3) by delegating to other relevant outside agencies; e.g., State Department of Human Services.
8. At the conclusion of the investigation, the complainant shall be notified of the results in writing. A personal meeting may be made at the request of the complainant if the Commissioners deem that meeting appropriate.
9. Any complaint coming from the Colorado Department of Human Services shall be investigated as per their complaint procedure.
10. Any complaint may also make a complaint to the Colorado Ombudsman's Office.