



Dolores County Department of Social Services

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Policy: Child Welfare Grievance Policy

Rule/Statue Information:

Volume 7.606 (B)

Policy:

The purpose of this policy is to provide guidance and procedure for DCDSS child welfare employees in regard to grievances and complaints as defined by Volume 7.606 (B) which states:

“The county child welfare director shall act on the grievance within twenty (20) calendar days after they receive it. If the county department has resolved the grievance to the complainant's satisfaction, it will issue a written final decision within thirty-five (35) days of receipt of the grievance. If the county department is unable to resolve the grievance to the complainant's satisfaction and upon the request of the complainant the county department shall refer the grievance to the Office of the Child Protection Ombudsman.”

Procedure for Grievances and Complaints:

1. Any complaint received by DCDSS employees in regards to the child welfare program will forward that information to the county director immediately.
 - a. Information to be gathered regarding the complaint/grievance:
 - i. Name of individual making complaint/grievance
 - ii. A good working phone number for the individuals
 - iii. A good mailing and physical address of the complainant
 - iv. A detailed explanation of the grievance/complaint
 - v. Identification of any solution or resolution to the grievance
 - vi. Date stamp the complaint or grievance
2. Once the aforementioned information has been received the county director shall:
 - a. Act on the grievance or complaint within twenty (20) calendar days.
 - b. Attempt to resolve the grievance to the complainants satisfaction
 - c. Provide a written final decision to the complainant within thirty-five (35) days of the receipt of the grievance.
3. If the individual making the complaint believes the issue has not been resolved they shall:
 - a. Request the Office of the Child Protection Ombudsman from the county director in writing.
4. Annually, the county director will report all complaints/ grievances to the Colorado Department of Human Services using the state provided form.

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.