

<b>PARK COUNTY DEPARTMENT OF HUMAN SERVICES</b>		
<b>Administration</b>	Department of Park County Human Services	
Child Welfare Grievance Procedure	Services	
Effective Date: 10/01/2024	Approval: Director <i>[Signature]</i>	Number of Pages: 2
References:	Reevaluation Date: Annually or as needed	Updated

**PURPOSE:**

Department employees are expected to conduct themselves professionally and with the highest degree of ethics at all times. In the event that there are complaints about employee conduct, specifically the conduct of Child Welfare Caseworkers and Supervisors as they perform their professional duties, the Grievance Procedures and Conflict Resolution Process set forth herein shall apply.

**DEFINITIONS:**

- A. **Board:** means the Park County Board of County Commissioners.
  
- B. **Conduct of an employee of the Department:** means behaviors or actions that are contrary to state or federal law or regulations, or are dangerous, malicious, or negligent to/towards the well-being of the Complainant or child(ren) who are involved in an assessment or case or dependency or neglect petition. The term does not include conduct a prudent, reasonable professional would utilize in similar circumstances of an investigation.
  
- C. **Complainant:** means a 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 the Department.
  
- D. **Director:** means the Director of Park County Department of Human Services.
  
- E. **Department:** means the Park County Department of Human Services.
  
- F. **Grievance:** means a complaint filed concerning the conduct of Department employee(s) in performing their duties. The term does not include complaints regarding general case decisions or actions taken by the Courts, attorneys, law enforcement officials, employees of the State of Colorado, foster parents or other providers of services to children, or other family members.
  
- G. **Recommendation:** means a proposed course of action that may be implemented by the Director to resolve a grievance. These proposed actions may include recommendation for

case reassignment, personnel training, and disciplinary action against the Subject Employee. If any disciplinary action is initiated against the Subject Employee as a result of the Director's recommendations, he or she is entitled to all applicable safeguards, including procedural rights of appeal, confidentiality and any other rights afforded under Park County's Personnel Handbook.

H. **Subject Employee:** means an employee of the Department whose conduct is the subject of a grievance.

### **GRIEVANCE PROCEDURE/CONFLICT RESOLUTION PROCESS:**

The grievance procedure concerning employee conduct shall provide for the resolution of grievances as follows:

1. Grievances must be submitted in writing to the Department via the Park County Website (<https://www.parkcountyco.gov/82/Human-Services>) or dropped off at one of our offices below:

59865 Hwy 285, Second Floor  
Bailey, CO 80421

825 Clark Street  
Fairplay, CO 80440

2. Grievances may only be submitted by parents, legal guardians and/or legal custodians of children involved in a Child Welfare Assessment or Case, or Dependency or Neglect Petition. Individuals whose children are involved in a Dependency or Neglect Petition whose children have been removed with additionally receive a "Notice of Rights and Remedies for Families" statement which outlines their rights, including the right to access the Conflict Resolution Process through the Department, the Office of the Child Protection Ombudsman or the Colorado Department of Human Services.

3. The written complaint must include:

- a. The Complainant's full name, mailing address, email address and phone number;
- b. A short, specific statement of the Complainant's grievance against the conduct of the Employee in question;
- c. The case name and number (if known);
- d. The Complainant's desired resolution.

4. Once received, all written grievances will be reviewed by the Director for internal resolution within ten working days after receipt of the grievance. If the grievance is not resolved by the Caseworker or Caseworker Supervisor within that time frame, the Director shall attempt to resolve the grievance with the Complainant. 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.

5. If the complainant's grievance is not resolved by the County Director, upon the written request of the complainant, the grievance will be referred to the Child Protection Ombudsman of Colorado, specifically to their website (<https://coloradocpo.org>) where the complainant can fill out a complaint form. The Complainant may also choose to file their Grievance with the Park County Board of County Commissioners and/or the Colorado Department of Human Services.

#### **ANNUAL REPORTS TO CDHS**

1. The Director shall, on a yearly basis, file a Child Welfare Grievance Annual Report.