

If you have questions concerning the Citizen Review Panel process you may contact:

Citizen Review Panel Coordinator  
Phone: 303.441.1654  
E-mail: [dludwig@bouldercounty.org](mailto:dludwig@bouldercounty.org)



You may also contact the Colorado Department of Human Services, Child Welfare Division at any time.

To Contact the Colorado Division of Child Welfare complaint coordinator:

Complaint Coordinator  
Colorado Department of Human Services  
Division of Child Welfare  
1575 Sherman St. 2nd Floor  
Denver, CO. 80203-1714  
Phone: 303-866-4511  
Fax: 303-866-5563

# Citizen Review Panel



Do you have a complaint regarding a Boulder County Housing and Human Services employee's conduct in a Family and Children Services case?



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To ensure fairness for everyone, Boulder County has set up a formal grievance process for complaints regarding rude or unprofessional conduct, failure or refusal to communicate (including failure to return phone calls or emails), or conduct that can be considered disrespectful.

### What is The Citizen Review Panel?

The Citizen Review Panel (CRP) is an independent group of Boulder County citizens who review complaints regarding unresponsiveness or unprofessional conduct by Boulder County Housing and Human Services' Family and Children Services employees. Panel members are appointed by Boulder County Commissioners. No employees of the Boulder County Department of Housing and Human Services or the Colorado Department of Human Services are on the panel.

### If you have concerns about your Family and Children Services caseworker, here are the steps you can take:

- 1 First, address your concerns with your caseworker. This is the simplest, quickest way to address your concerns. If you are unsatisfied or uncomfortable taking your complaint directly to your caseworker, you may contact his or her supervisor by calling 303.441.1000. Please note: You must raise your concern within 90 days of your assessment or case closure.
- 2 If you still have concerns after speaking with the supervisor, you can then contact the division manager. The division manager will send you a letter which states your concerns, steps taken to address your concerns, and information on what to do next.
- 3 In the event your concerns are not addressed to your satisfaction, you can file a Citizen Review Panel grievance form. On the form, you will be asked

to list your concerns and your desired outcome. The Director of Boulder County Housing and Human Services will review your form, and investigate your concerns, and will respond within 10 business days with a proposed resolution. If you are satisfied, the complaint is closed. If you are still not satisfied, you must contact the complaint coordinator in writing within 20 business days and your complaint will automatically be referred to the Citizen Review Panel.

### A Final Note

It is important to remember that this process is for complaints about Boulder County Department of Housing and Human Services employee **conduct** only. This process does not change any civil or criminal investigation or court action. For example, recommendations can not be made by the Citizen's Review Panel regarding:

- Substantiation of abuse or neglect
- TRAILS Documentation
- Filing of Dependency/Neglect petitions or criminal charges
- Treatment planning for a child or family
- Custody, placement or visitation regarding a child
- Removal of a child from his or her parent, guardian or custodian

