



# Complaint Process

Our top priority is to meet the needs of those we serve. We work hard to provide our clients with excellent customer care, and your experience with our team matters. If you have a concern or complaint, we will do our best to assist you. We have a philosophy of attempting to resolve issues at the local level, so reaching out to the county first may result in resolving issues in a more timely manner. However, should you need additional assistance, the Colorado Department of Human Services can assist.

Submit a complaint directly to the county by contacting:

Quality Assurance Department - EPC DHS

PO Box 2692, Colorado Springs, CO 80901

(719) 444-5544

QA@elpasoco.com

Note: If the complaint meets certain criteria as defined in Code of Colorado Regulations (CCR) 7.606, child welfare complaints may also be reviewed by the Citizen Review Panel, a group of independent county citizens appointed by county commissioners.

**For additional information, please contact:**

Colorado Child Protection Ombudsman (720) 625-8640



## Further assistance

If you have contacted our team at the county level, but need further assistance from the State, you may reach out to:

### Colorado Department of Human Services

[cdhs.colorado.gov/contact-cdhs](https://cdhs.colorado.gov/contact-cdhs)

303.866.3275

[cdhs\\_clientservices@state.co.us](mailto:cdhs_clientservices@state.co.us)

If you have a civil rights complaint, you can fill out a complaint form with the U.S. Department of Health and Human Services' Office for Civil Rights. <https://www.hhs.gov/>

Includes: Employee conduct, potential discrimination, HIPAA violations and Section 504 compliance.