



# 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:**

Washington County Department of Human Services

Teresa Traxler - Director

126 West 5th Street -Akron, Colorado 80720

970-345-2238 Ext. 223

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.

## 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)

### Colorado Department of Health Care Policy & Financing

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

303.866.6010

[hcpf\\_citizensadvocate@state.co.us](mailto:hcpf_citizensadvocate@state.co.us)

If you have a civil rights complaint, you can fill out a complain form with the U.S. Department of Health and Human Services' Office for Civil Rights. Fill out the form at [bit.ly/OCR-complaint](https://bit.ly/OCR-complaint)

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

