

Prowers County Department of Human Services Grievance Policy

POLICY STATEMENT:

Prowers County Department of Human Services is committed to maintaining a fair and transparent process for addressing and resolving grievances raised by its clients, customers, and other stakeholders. This policy outlines the procedures and guidelines for reporting and handling grievances in a timely and respectful manner.

SCOPE:

This policy applies to all clients, customers, members, contractors, and any other relevant parties associated with Prowers County Department of Human Services.

DEFINITION OF GRIEVANCE:

A grievance refers to any concern, complaint, or issue raised by an individual related to their interactions with Prowers County Department of Human Services or any aspect of the organization's operations.

REPORTING PROCEDURE:

Any individual with a grievance should first attempt to resolve that grievance directly with the employee or that employee's supervisor. If it cannot be resolved with the employee or their supervisor, the individual should promptly report their concern Prowers County Department of Human Services Human Resources Manager. Grievances must be submitted in writing.

CONFIDENTIALITY:

All information related to the grievance will be handled with utmost confidentiality to the extent permitted by law. However, it may be necessary to disclose certain information during the investigation process.

INVESTIGATION PROCESS:

Upon receiving a grievance, Prowers County Department of Human Services will initiate an impartial and thorough investigation. This may involve interviews with relevant parties, gathering of relevant documents, and any other necessary steps to assess and resolve the grievance.

TIMELINES:

Prowers County Department of Human Services is committed to addressing and resolving grievances in a timely manner. The organization will aim to complete the investigation and communicate the outcome within 30 days of receiving the grievance.

COMMUNICATION:

Updates on the status of the grievance and its resolution will be provided to the parties involved upon specific request made by parties.

FINAL DECISION AND RESOLUTION OPTIONS:

Prowers County Department of Human Services will provide a written final decision to the individual filing the grievance within 35 days. Based on the findings of the investigation, Prowers County Department of Human Services will take appropriate corrective action. This may include providing training, implementing policy changes, or any other action deemed necessary to address the grievance. All actions related to an employee's conduct will align with the Prowers County Policy Handbook.

Approved by Prowers County Board of Human Services
January 23, 2024

APPEALS PROCESS:

If the individual filing the grievance is not satisfied with the outcome of the grievance process, they may file an appeal with the County Human Services Director within 15 business days of receiving the outcome.

As it specifically applies to child welfare matters, if the County Department is unable to resolve the grievance to the complainant's satisfaction, the complainant may contact the Office of the Child Protection Ombudsman at (720) 625-8640.

NON-RETALIATION:

Prowers County Department of Human Services prohibits any form of retaliation against individuals who raise grievances in good faith.

RECORD KEEPING

Records of grievances and their resolutions will be maintained in accordance with applicable legal and regulatory requirements.

COMPLIANCE WITH LAWS AND REGULATIONS:

This policy complies with all relevant local, state, and federal laws and regulations governing grievance procedures.