

STATE OF COLORADO



Colorado Department of Human Services

people who help people

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GRIEVANCE PROCEDURE

There may be times in your service delivery that you may have a concern about the quality of services or the manner of treatment you have received. Unlike many other places, in this country you have the right to express your concern to the service delivery staff, and if not satisfied, take the steps listed below. Equally, the person that you are speaking to has the right to be addressed in a respectful manner. These steps may be taken without fear of retaliation for having voiced a concern or having taken these steps. You are also free to bring a community member or friend with you to a meeting at any stage of this process.

1. First, speak with the staff member concerned regarding the issue and attempt to resolve the issue or concern with that staff member.
2. If you believe the issue or concern has not been resolved, you may request a meeting with the appropriate supervisor and the staff member. An appointment will be arranged for you within five working days.
3. If you believe the issue still has not been resolved, you may request a meeting with the director of that agency's refugee program and the staff member's supervisor.
4. If you are still not satisfied after following these steps, you may contact the Colorado Refugee Services Program at 303-863-8211, ext. 17 and schedule an appointment to speak with Marilyn Eaton regarding the concern you have about the services provided or manner of treatment. A written response, in your language unless you are fluent in English, will be provided to you within 10 business days of that meeting. If you are not literate in your language, an interpreter will be provided to explain the written response.

Throughout this process an interpreter will be provided by the agency to which you are speaking unless the person you are speaking to is fluent in your language or you are fluent in English.

Please note that this Grievance Policy does not cover reduction or termination of cash benefits, which is covered under the Conciliation and Sanction Process.

A member of my resettlement agency has explained and discussed with me the Grievance Procedure.

Date

Refugee's Signature

Grievance Procedure
Page 2

I have explained and discussed the Grievance Procedure with the participant. If this form is not in the client's language, and I am not fluent in that language, an interpreter has been used.

Date

Refugee Resettlement Case Manager

Date

Interpreter

(August 2007)