

COMPLAINT PROCESS AND PROCEDURE

COLORADO OFFICE OF PUBLIC GUARDIANSHIP – C.R.S. 13-94-101, ET. SEQ.

PURPOSE OF THE COMPLAINT PROCESS

The Colorado Office of Public Guardianship is committed to ensuring that all individuals served by the program are treated fairly in accordance with all applicable laws and regulations. If you believe that any individual served by this program has been treated unfairly, this complaint process provides a prompt and fair process to address complaints involving individuals served by the Colorado Office of Public Guardianship. These forms and process is only for public guardian clients funded pursuant to C.R.S. § 13-94-101, et. seq. **This form and process is not intended for private guardianship cases.**

STEP 1

Complete the attached **Complaint Form 1**. Send or deliver your original, completed and signed Complaint Form 1 to the Co OPG Director. Upon receipt of the Complaint Form 1, the Director will have fourteen (14) days to respond to the complaint.

- a) **Contact Information for the Director:**
Colorado Office of Public Guardianship, Director
1300 Broadway
Denver, Colorado 80203
- b) **Your Complaint to the Director Must Be in Writing:** Please use the attached Complaint Form 1 to state your complaint in writing (and keep a copy for your records). The Complaint Form must be signed and dated. You may also attach any supporting documents you wish to the completed form.
- c) **Complaint Form Submission (Complaint Form-1):** Completed Complaint Forms must be sent by mail or otherwise delivered directly to the Director. **Important Note:** Email or electronic copies of the Complaint Form will not be accepted.
- d) **14 Calendar Days to Respond:** Upon receipt of your written complaint, the Director will have fourteen (14) calendar days to respond to the complaint, to you, in writing. If the Director has not satisfactorily responded to your complaint within this time frame, then please proceed to “Step 2” below.

STEP 2

After 14 days, if you are still dissatisfied with the response received from the Director, please submit the attached **Complaint Form 2** to the CO OPG Commission. Upon receipt of your complaint, the CO OPG Commission will respond to your complaint within fourteen (14) calendar days.

- a) **Complaint Form Submission (Complaint Form 2):** Completed Complaint Forms must be sent by mail or otherwise delivered directly to the CO OPG Commission at the address provided using the contact information on Complaint Form 2. **Important Note:** Email or

electronic copies of the Complaint Form will not be accepted. Complaint Form 2 should be submitted to:

Colorado Office of Public Guardianship, Staff Assistant
1300 Broadway
Denver, Colorado 80203

- b) **14 Calendar Days to Respond**: Upon receipt of your written complaint, the CO OPG Commission will respond to your complaint within fourteen (14) calendar days.

ADDITIONAL RESOURCES

- **COLORADO PUBLIC GUARDIANSHIP ACT – C.R.S. § 13-94-101, ET. SEQ.:**
CO - Colorado Revised Statutes Annotated, TITLE 13. COURTS AND COURT PROCEDURE, ADVOCATES, ARTICLE 94. OFFICE OF PUBLIC GUARDIANSHIP
Colo. Rev. Stat. § 13-94-101 (Lexis Advance through all laws passed during the 2019 Legislative Session)
- **GENERAL INFORMATION ABOUT THE COLORADO OFFICE OF PUBLIC GUARDIANSHIP:**
<https://COLORADO-OPG.org>
- **COLORADO OPG COMMISSION:**
<https://COLORADO-OPG.org/About-Us/opg-commission>
- **DISABILITY LAW COLORADO:** <https://disabilitylawco.org/>
- **ADULT PROTECTIVE SERVICES (APS):** APS investigates reports of abuse, neglect, and exploitation of at-risk and incapacitated adults age 18 or older.
<https://www.coloradoaps.com/about-adult-protective-services.html>

To report suspected adult abuse, neglect or exploitation, call the APS in the county where the ward/client resides: <https://www.coloradoaps.com/>

PLEASE SEE ATTACHED COMPLAINT FORM 1 AND COMPLAINT FORM 2