

**THE COLORADO OFFICE OF THE PUBLIC GUARDIANSHIP**  
**COMMISSION**

**POLICY ON COMPLAINTS REGARDING THE EXECUTIVE DIRECTOR**

Complaints regarding the Executive Director of the Office of the Public Guardianship (OPG) will be handled by the Commission according to this policy. An individual who is dissatisfied with an action or inaction of the Executive Director may file a formal complaint with the Commission. In order to do so, the complainant must submit their detailed concerns in writing to the Commission.

Complaints should be addressed to the Chair of the Commission and can be mailed to:

Colorado Office of Public Guardianship Commission  
Attn: Complaint Regarding Director Performance  
3900 East Mexico Avenue, Suite 300  
Denver, Colorado 80210

Alternatively, complaints may be emailed to [Commission@Colorado-OPG.org](mailto:Commission@Colorado-OPG.org) with the subject line “Complaint Regarding Director Performance.”

Once received, the Commission will thoroughly review the grievance and take the following steps to ensure resolution:

1. Review the written grievance and speak with the complainant should more information be necessary.
2. Meet with the Executive Director to discuss the grievance.
3. Review any work product completed by the Executive Director related to the complaint.
4. Provide written feedback to the complainant regarding the findings of the complaint review and any plan necessary to resolve the complainant’s concerns.
5. Provide written feedback to the Executive Director regarding the findings of the complaint review and any plan necessary to resolve the complainant’s concerns.

At the request of the Executive Director, Commission discussion of a complaint against the Executive Director will occur in an executive session of the Commission pursuant to § 24-6-402(3)(b), C.R.S.