

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 stakeholders are treated fairly in accordance with all applicable laws and regulations. If you have a complaint against the Colorado OPG Director, this complaint process provides a prompt and fair process to address complaints.

STEP 1

Complete the **Complaint Form**. Send or deliver your original, completed Complaint Form to the CO OPG Commission. Upon receipt of the Complaint Form, the CO OPG Commission will have fourteen (14) days to respond to the complaint.

- a) **Contact Information for the Colorado OPG Commission:**
Colorado Office of Public Guardianship Commission
3900 East Mexico Avenue, Suite 300
Denver, Colorado 80210
Facsimile: 720.552.5215
Email: Commission@Colorado-OPG.org
- b) **Your Complaint to the Director Must Be in Writing:** Please use the Complaint Form 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):** Completed Complaint Forms must be sent by mail or otherwise delivered directly to the Colorado OPG Commission.
- d) **14 Calendar Days to Respond:** Upon receipt of your written complaint, the Colorado OPG Commission will have fourteen (14) calendar days to respond to the complaint, to you, in writing.

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/>