

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 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

3900 East Mexico Avenue, Suite 300

Denver, Colorado 80210

Facsimile: 720.552.5215

Email: Info@Colorado-OPG.org or Sophia.Alvarez@Colorado-OPG.org

b) **Your Complaint to the Director Must Be in Writing:** Please use the 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.

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 **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. Complaint Form 2 should be submitted to:

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) **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/>