



Human Services

Complaint Process

Our top priority is to meet the needs of those we serve. We work hard to provide clients with excellent customer care, and your experience with our team matters. If you have a concern or complaint, we will do our best to assist you. We strive to resolve issues at the county level, so reaching out to your county first may result in resolving issues in a more timely manner. However, should you need additional assistance, the Colorado Department of Human Services (CDHS) can assist.

Child Welfare Complaints

The County Child Welfare Director shall act on the grievance within twenty (20) calendar days after they receive it. If the county department has resolved the grievance to the complainant's satisfaction, it will issue a written final decision within thirty-five (35) days of receipt of the grievance. If the county department is unable to resolve the grievance to the complainant's satisfaction and upon request of the complainant the county department shall refer the grievance to the Office of the Child Protection Ombudsman.

Submit a complaint directly to your county by contacting:

Kristin Grajeda, Director

Moffat County Human Services 970.824.8282 ext. 2027

Kristin.grajeda@state.co.us

If you have additional concerns that you would like addressed, please access the following links to our State websites at:

Colorado Department of Human Services (CDHS)
1575 Sherman St.
Denver, CO 80203
<https://cdhs.colorado.gov/contact-cdhs>
303.866.5700

CDHS processes complaints relating to:

- Children, Youth and Families
- Supplemental Nutrition Assistance Program (SNAP)
- Child Support Services
- Low-income Energy Assistance Program (LEAP)
- Old Age Pension
- Colorado Works (TANF), and more

Child Protection Ombudsman
720.625.8640
<https://coloradocpo.org/>

Civil Rights Complaints
U.S. Department of Health and
Human Services' Office for Civil
Rights: <https://www.hhs.gov/>