

## **Conejos County of Human/Social Services**

### **County Policy for Grievances Concerning County Employee Conduct**

The grievance process concerning employee conduct shall provide for the resolution of grievances as follows:

All grievances shall be submitted to the county director for internal resolution within ten working days after receipt of the grievance.

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"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 the request of the complainant the county department shall refer the grievance to the Office of the Child Protection Ombudsman."

At the request of the complainant, the county department, or the subject of the grievance, as part of its review, may take informal testimony submitted voluntarily and without fee by experts or other individuals, including county department personnel.

The complainant and county department employee who is the subject of the grievance shall receive copies of the following:

1. The written decision of the governing body;
2. The final written decision of the county director;
3. The final report of the county department.

The county department shall prepare and submit an annual report along with a copy of this county's Grievance and Complaint policy to the State Department.

The annual report will identify the number of complaints and grievances filed and the disposition of each complaint or grievance. Submissions will be reviewed by the Department.

IV. Nothing in this section shall be construed to direct or authorize any participant in the conflict resolution process to use the process to interfere with any civil or criminal investigation or judicial proceeding, to seek relief from any court action, or to seek a remedy that is within the authority of a court having jurisdiction over a pending proceeding. A county department shall not be precluded from

presenting any relevant evidence in a pending civil or criminal investigation or proceeding that the county department has obtained in the course of fulfilling its duties in the conflict resolution process pursuant to the provisions of this section.