

## **ELBERT COUNTY GOVERNMENT** **Complaint and Commendation Policy**

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**A.** Standard forms for citizen complaints and commendations, which are attached to this policy, will be provided by the County Manager to each elected official and department. These standard forms will be adapted, without substantive changes, to reflect the applicable letterhead and title of department heads, and elected officials, and placed on the Elbert County website.

**B.** The standard forms for citizen complaints and commendations will require the complaining or commending party to sign the form, and to provide identifying information (name, mailing address and e-mail address), and to hand-deliver, e-mail, or mail by First Class mail to the applicable office the completed form.

**C.** The elected official or department will send an e-mail confirmation to the complaining or commending party within 24 hours (one business day) from receipt, or as soon as practically possible, acknowledging receipt of the complaint or commendation.

**D.** The elected official or department will prepare and send an e-mail response within 72 hours (three business days) from receipt, or as soon as practically possible, describing to the complaining or commending party the action which will be taken to address the issues raised in the complaint or commendation.

**E.** The time requirements for confirmation and response may be extended if extenuating circumstances or emergency circumstances exist, but the elected official or department head shall explain these circumstances via e-mail to the complaining or commending party, and state when the response will be provided.

**F.** When a complaint is received by an elected official or department head involving activity and responsibilities which do not fall under their respective duties, the following procedure should be followed:

(1) Any complaint alleging criminal activity shall be forwarded immediately, or as soon as practically possible, via e-mail to the Elbert County Sheriff's Department for acknowledgement and response.

(2) Any complaint alleging road issues/conditions shall be forwarded immediately, or as soon as practically possible, via e-mail to the Elbert County Public Works Department for acknowledgement and response.

(3) Any complaint alleging child welfare issues or health issues shall be forwarded immediately, or as soon as practically possible, via e-mail to the Elbert County Health and Human Services Department for acknowledgement and response.

(4) Any complaint alleging zoning, building permit, and code enforcement issues shall be forwarded immediately, or as soon as practically possible, via e-mail to the Elbert County Community and Development Services Department for acknowledgement and response.

(5) Any complaint alleging issues which require an emergency response shall be forwarded immediately, or as soon as practically possible, via e-mail to the Elbert County Emergency Management Director for acknowledgement and response.

(6) Any complaint alleging information technology issues shall be forwarded immediately, or as soon as practically possible, via e-mail to the Elbert County Information Technology Director for acknowledgement and response.

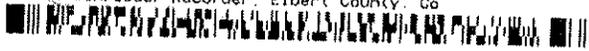
(7) Any complaint alleging a death within Elbert County shall be forwarded immediately, or as soon as practically possible, via e-mail to the Elbert County Coroner for acknowledgement and response.

(8) Any complaint alleging 4H or County Extension issues shall be forwarded immediately, or as soon as practically possible, via e-mail to the CSU Extension Office for acknowledgement and response.

(9) Any complaint provided via e-mail to the County Commissioners shall be forwarded immediately, or as soon as practically possible, via e-mail to the applicable department or elected official for acknowledgement and response, with a copy to the County Manager.

(10) Any complaint provided via e-mail to any employee, elected official, or department head which threatens a lawsuit or other type of legal action shall be copied immediately, or as soon as practically possible, via e-mail to the County Attorney.

**G.** When a complaint is received by an elected official or department head and there is a question regarding which office or multiple offices should respond, the complaint should be forwarded to the County Manager and/or the County Attorney for appropriate referral.



**RESERVATION OF AUTHORITY**

The Board of County Commissioners reserves the right to alter, amend, add to or revoke all or part of this policy at any time.

ADOPTED BY MOTION ON THE 12<sup>th</sup> DAY OF August, 2015.

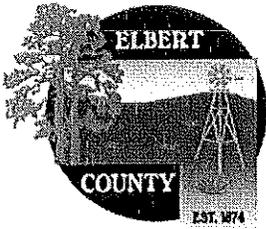
  
\_\_\_\_\_  
ROBERT ROWLAND, CHAIRMAN AYE

  
\_\_\_\_\_  
KELLY DORE, VICE-CHAIR AYE

  
\_\_\_\_\_  
LARRY ROSS, COMMISSIONER AYE

ATTEST: DALLAS SCHROEDER  
COUNTY CLERK

BY:   
\_\_\_\_\_  
DEPUTY, CLERK TO THE BOARD



# COUNTY OF ELBERT

215 Comanche Street  
P.O. Box 7  
Kiowa, Colorado 80117

Robert Rowland, Commissioner District 1  
Kelly Dore, Commissioner District 2  
Larry Ross, Commissioner District 3

## Complaint Form

Name	
Address	
Phone Number	
Email Address	
Department of Complaint/Incident	
Name of employee(s) (If Known)	
Date of Complaint/Incident	
Detailed Description of Complaint/Incident	

553153 B: 762 P: 103 NOT  
08/13/2015 07:55:48 AM Page: 4 of 8 R 0.00 D  
Dallas Schroeder Recorder, Elbert County, Co



**For Office Use Only:**

Received Date: \_\_\_\_\_

Received By: \_\_\_\_\_

Department Complaint Routed To: \_\_\_\_\_

Employee Complaint Given To & Date: \_\_\_\_\_

## Internal Complaint Tracking Form

Department Name	
Employee Handling Complaint	
Date of First Contact Made Please describe the conversation	
Was the complaint resolved	YES                  NO
If NO – Date of scheduled follow up	
Date of actual follow up Please describe the conversation	
Was a resolution reached	YES                  NO

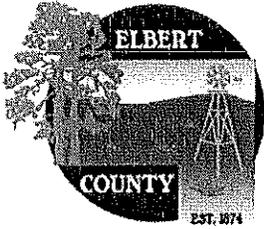
553153 B; 762 P; 103 NOT  
 08/13/2015 07:56:48 AM Page: 5 of 6 R 0.00 D  
 Dallas Schroeder Recorder, Elbert County, Co

**Please return tracking form to the Administration Office.**

Date of Final Inspection: \_\_\_\_\_

Final Inspection performed by: \_\_\_\_\_

Signature of County Manager or County Attorney: \_\_\_\_\_



# COUNTY OF ELBERT

215 Comanche Street  
P.O. Box 7  
Kiowa, Colorado 80117

Robert Rowland, Commissioner District 1  
Kelly Dore, Commissioner District 2  
Larry Ross, Commissioner District 3

## Commendation Form

Name	
Address	
Phone Number	
Email Address	
Department of Commendation	
Name of employee(s) (If Known)	
Date of Commendation	
Detailed Description of Commendation	

**For Office Use Only:**

Received Date: \_\_\_\_\_

Received By: \_\_\_\_\_

Date given to County Manager: \_\_\_\_\_

Signature of County Manager: \_\_\_\_\_

