

BRIDGES OF COLORADO COMMISSION

POLICY ON COMPLAINTS REGARDING THE EXECUTIVE DIRECTOR

ARTICLE I: AUTHORITY

Pursuant to §§ 13-95-103(1)(c) and 13-95-104(5), C.R.S. (2023) and By-Laws promulgated on September 29, 2023, the Bridges of Colorado Commission (the “Commission”) is authorized to appoint, evaluate, and terminate for cause the Director of Bridges of Colorado (the “Director”). The Director serves as the Executive Director for Bridges of Colorado (“Bridges”). This Policy on Complaints Regarding the Executive Director serves to outline a procedure for responding to complaints received regarding the Executive Director.

ARTICLE II: GENERAL GUIDELINES

i. Scope of Complaints

This public complaint process is intended to address performance-related complaints against the Director.

“Performance-related complaints” are those matters impacting the integrity of the agency and its operations. These include but are not limited to actions that are:

- a. A violation of state, federal or municipal law, regulation or ordinance;
- b. A danger to public health or the safety of Bridges employees due to an unsafe work environment;
- c. Gross mismanagement or substantial waste of funds;
- d. Clear abuse of authority involving an arbitrary and capricious act that is inconsistent with the mission of the agency as defined in § 13-95-101, C.R.S.;
- e. A gross deviation from agency policies and procedures.

ii. Limitations

The public complaint process addressed in this policy is not intended to appeal the outcome or result of a decision of the Director. This policy is also not intended to address human resource matters between former and current employees and Bridges. These matters are addressed through Bridges’ human resources program.

ARTICLE III: PROCEDURES

i. Procedure for Filing a Complaint.

Any person who has a complaint against the Director related to his or her performance as defined in Article II, and who cannot resolve the issue through discussion directly with the Director, may file a complaint with the Commission. The following procedures must be followed for submission of a public complaint:

- a. The complaint must be in writing, and must include the name, address and telephone number of the person submitting the complaint. While anonymous complaints cannot be entertained by the Commission pursuant to this public complaint process, the Commission will not tolerate any retaliation against a complainant, in conformity with Colorado law.
- b. The complaint shall set forth, as precisely as reasonably possible, the nature of the complaint and the efforts, if any, to resolve the complaint. Complainants are encouraged to supply documentation and other evidence that would be helpful to the Commission's review.
- c. If a complainant wishes to receive communications about the complaint from the Commission via email, an email address for that purpose must be included in the complaint. If no email address is provided, all communications about the complaint will be mailed to the complainant's address as reflected in the complaint.
- d. The Director shall ensure that the procedure for filing a complaint is publicly accessible, including, but not limited to being prominently published on the Bridges website. The Director shall create a plain language information sheet and assure that this complaint process is reasonably accessible to the public.
- e. Once received, Bridges staff shall forward the public complaint unopened to the Chair of the Commission (the "Chair") no later than the next working day.

ii. Procedure for Resolution of Public Complaint.

- a. Upon receipt of a public complaint, the Chair or designee shall send the complainant acknowledgement of receipt and any request for additional information by a date certain. The Chair shall send this acknowledgment within 14 days of receiving the public complaint.

- b. The Director will be directed to include the complaint on the agenda of the next regularly scheduled Commission meeting provided the next meeting is at least 21 days away so that the Commission has time to consider the complaint and any additional information it receives. If the next regularly scheduled Commission meeting is less than 21 days away, the Director will be directed to include the complaint on the agenda of the following regularly scheduled meeting unless the Chair or designee in their discretion determines the complaint should be heard at the next regularly scheduled meeting or at a special meeting if warranted. The Chair or designee will inform the complainant of the date, time, and location of this meeting as promptly as practicable. In the discretion of the Chair or designee, these time frames can be shortened depending on the subject-matter of the complaint.
- c. The public complaint will be distributed to the Commission members in advance of the next regularly scheduled meeting for their review, along with any additional information received from the complainant at the Chair or designee's request.
- d. At the meeting, the Commission shall discuss the complaint in public, unless the contents of the complaint addresses personnel issues related to the Director or the Chair, in his or her discretion, determines that the issue may cause potential embarrassment to the individual complainant or if the complaint requires the protection of confidentiality under State or Federal law, in which case the complaint will be discussed in executive session as provided by § 24-6-402(3), C.R.S.
- e. In order to resolve the complaint, the Commission shall provide the complaint and provide any accompanying documentation to the Director no later than 21 days or as soon as practicable before the meeting at which the complaint is scheduled to be addressed. The Director shall have the opportunity to provide written information to the Commission no later than 7 days or as soon as practicable before the meeting at which the complaint is scheduled to be addressed and to address the Commission directly at the meeting about the issues contained in the complaint.
- f. If necessary, the Commission may use a third-party investigator to conduct an investigation of the allegations in the Complaint.
- g. The Commission's investigation and resolution of public complaints may have legal consequences for the Director, staff, and the agency. Accordingly, the Commission may request and receive legal advice from the agency's legal counsel at any time throughout the process.

- h. Following the Commission's discussion concerning the complaint, whether in a public meeting or in executive session, the Commission shall in public session and by majority vote determine what, if any action, should be taken in response to the complaint. The Commission, as delegated to the Chair, shall provide a written response to the complainant notifying the complainant and the Director of the Commission's determination. This response shall be drafted with the assistance of the Commission's legal counsel.

ARTICLE IV: AMENDMENTS

Procedures. This policy may be amended or repealed, in whole or in part, by a majority vote at any publicly noticed meeting of the Commission and shall be effective upon adoption or amendment.

Distribution. The Director shall provide a copy of the latest version of this Public Complaint Process to all new Commission members upon their appointment, and to any other person who requests a copy. This Public Complaint Process shall also be made available to the public via the Bridges website.

History. Adopted and approved effective this 4th day of November 2024.

BRIDGES OF COLORADO COMMISSION:



Hassan Latif on 22. 2025 10:54 MST

HASSAN LATIF

Commission Chair

JULIE REISKIN

Commission Vice-Chair