



Bridges of Colorado

Connecting Colorado's Criminal Justice and Mental Health Systems

How to File a Public Complaint Against the Director

Section 1: Overview

Bridges of Colorado follows Colorado law in taking steps to address any public concerns about the director's job performance.

Section 2: Guidelines

- **What the policy covers**
 - Job-related complaints from the public about the Director.
 - Some examples include violating laws, wasting money, or abusing power.
- **What isn't covered**
 - Issues between current and former employees and the director managed by the Bridges' Human Resources process.
 - General disagreement about director decisions not related to wrongdoing.

Section 3: Submitting a complaint

If you've discussed the issue with the director and you still have concerns, you can take these steps:

1. **Put the complaint in writing:** The complaint requires your name, address and phone number. We can't accept complaints that don't include your name and contact information. Also, the law protects you from retaliation.
2. **Be clear in explaining your complaint:** Use as much detail as possible. If you have tried to resolve this problem, please explain that too. If you have paperwork that would be helpful to the Commission, please include that.

Ways you can send your complaint:

By Mail:

Bridges of Colorado Commission
Attn: Complaint Regarding Director Performance



1300 Broadway, Ste. 1200
Denver, Colorado 80203

By Email:

Email commission@bridgesofcolorado.gov with the subject line “Complaint Regarding Director Performance.”

Online:

This link goes to an online form that is available for submitting complaints:
<https://forms.office.com/g/U9mhp1KXw5>

Section 4: Resolving a complaint

1. Within 14 days of receiving your complaint, we will notify you that we received it. We’ll also let you know if we need more information.
2. If the complaint meets the criteria in the policy, it will be put on the agenda at the next Commission meeting. Bridges will send you the date, time and location of the meeting.
3. Commissioners will review your complaint before the meeting.
4. Commissioners will discuss your complaint during the meeting. The discussion will happen in private if your complaint falls into one of these areas:
 - When law requires a complaint to be handled confidentially
 - When the chair decides it could cause you embarrassment
5. The commission will give your complaint to the director before the meeting. The director can provide written information to the commission before the meeting. The director also can respond to the complaint during the meeting.
6. The commission may use an outside investigator to look into your complaint. The commission may request advice from Bridges’ attorney during the process.
7. The commission votes on what to do about your complaint. The commission responds to you in writing of the result.

Changes

Any changes to this policy will be updated as they’re approved by the commission.

