

# 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 have a philosophy of attempting 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.

**Submit a complaint directly to your county by contacting:**

## Further Assistance

If you have contacted our team at the county level, but need further assistance, you may reach out to:

### Colorado Department of Human Services (CDHS)

[cdhs.colorado.gov/contact-cdhs](https://cdhs.colorado.gov/contact-cdhs)  
[cdhs\\_clientservices@state.co.us](mailto:cdhs_clientservices@state.co.us)  
 303.866.3275

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

Civil Rights complaints involving SNAP: <https://bit.ly/3vZbNar>

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

