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EL PASO COUNTY DEPARTMENT OF HUMAN SERVICES
QUALITY ASSURANCE OFFICE
105 NORTH SPRUCE
P.O. BOX 2692
COLORADO SPRINGS, COLORADO 80901
(719) 444-5544
FAX (719) 444-5598

Quality Assurance Program

Customer Service Process

If you have a concern, begin by contacting the Quality Assurance coordinator at 444-5544 or by completing a Customer Service Form.

If you are not satisfied with the results after your concerns have been processed, contact the Quality Assurance Coordinator to begin the Appeal Process. Your appeal will be heard by the next level of administration.

Proceso de Servicio Para Clientes

Si usted tiene una asuntos debe ponerse en contacto con la persona coordinadora de este programa. Por vía telefónica, llame al número 444-5544, o llene una forma diseñada para cliente.

Si no está satisfecho(a) con los resultados obtenidos, después que su aplicación fué procesada, debe ponerse en contacto con la persona coordinadora de este programa, número de teléfono 444-5544, para comenzar el proceso de apelación. Su apelación será atendida por el próximo nivel administrativo.



El Paso County Department of Human Services Consumer Service Form

*If you have a suggestion or a concern, begin by contacting the
Quality Assurance Coordinator at 444-5544 or completing this form.*

(Optional) Your Name: _____ Today's Date: _____

Your Address: _____

Phone: _____

Dept. or Area of Concern: _____

Have you talked to any of the following about your concern?

- El Paso County Technician/Caseworker, Supervisor, Manager, Administrator, Department Director
- State Agency, Elected Official
- Other (*name of person or organization*) _____

What is your concern?

If you are not satisfied with the results after your concerns have been processed, you can request that your concerns be heard by the next level of administration. Contact the Quality Assurance Coordinator at 444-5544 to begin the process.

You may file a grievance against the conduct of an employee of the Department of Human Services in accordance with Section 19-3-211, C.R.S. Contact the Quality Assurance Coordinator for information on the grievance process. A separate form is required for that process.