



Grievance Process

The Custer County Department of Human Services strives to meet the needs of our community by providing support services, ethical casework, transparency, and excellent customer service.

If you have a concern or complaint, we will do our best to assist you. We value the opportunity to address and resolve any concerns you may have in order to move forward in a mutually respectful manner.

If you should need further assistance after exhausting Local options, the Colorado Department of Human Services (CDHS) can assist.

Submit a concern or complaint directly to your county by contacting:

Laura Lockhart
205 S. 6th St
Westcliffe, CO 81252
719 – 731 - 2371

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/contactcdhs_clientservices@state.co.us](https://cdhs.colorado.gov/contactcdhs_clientservices@state.co.us)
303 – 866 - 3275

CDHS processes complaints relating to:

- Children, Youth, and Families
- Supplemental Nutritional Assistance Program (SNAP)
- Child Support Services
- Low-income Energy Assistance Program (LEAP)
- Old Age Pension
- Colorado Works (TANF)
- Medical Programs and more

Child Protection Ombudsman

720 – 625 – 8640
<https://coloradoopo.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>

