

How to File a Complaint

Case Management Agency Member Complaint Process

We are committed to providing respectful, responsive, and high-quality case management services. If at any time you are dissatisfied or have a concern about our services, you have the right to file a Complaint, and we want to hear from you.

Filing a Complaint will never affect your services or supports in any way.

Who May File a Complaint

A Complaint may be submitted by:

- A Member
- A parent of a minor Member
- A legal guardian
- A legally authorized representative

You may file a Complaint yourself or ask someone you trust to help you.

How to Submit a Complaint

You may submit a Complaint in the way that works best for you: by phone, email, in writing, or verbally.

Contact for Complaints:

Linda Dollar

Email: LindaDollar@preferhome.com

Phone: (970) 232-3123

You may contact us directly or ask your Case Manager or a family member to assist you.

What Happens After You File a Complaint

Once we receive your Complaint:

- We will acknowledge it within 2 business days
- We will review it promptly
- We will work with you to find a fair and reasonable solution

- We may suggest mediation if both sides agree
- Most Complaints are resolved within 30 days

We will communicate with you using your preferred method (phone, email, mail, etc.).

If Your Complaint Is Not Resolved

If your concern cannot be resolved at the first level, it will be reviewed by our Agency Director or designee.

If it is still not resolved, we will help you understand how to escalate your concern to the Colorado Department if you choose to do so.

Protection From Retaliation

You will never be punished, threatened, or treated differently for filing a Complaint or participating in the Complaint process.

Your services will not be reduced, changed, or denied because you raised a concern.

Availability of This Process

This Complaint process is:

- Provided at admission
- Shared whenever it changes
- Reviewed annually as part of service planning
- Always available on our website

We are committed to listening, improving, and making sure your voice is heard.