

## Complaints and Grievances

An Attendant, CMA or Case Manager, FMS, IHSS Agency, the Contractor and the Department who are dissatisfied have the right to complain or file a grievance. A complaint about a program related issue can usually be resolved by Palco. A complaint may be about Palco personnel, disputes between employees and employers, Palco processes, or Palco tools. Please contact Customer Service with a complaint. CDASS participants are encouraged to discuss concerns with their Palco Client Engagement Manager or Palco administration in Colorado.

A grievance is a concern or issue related to program ruled, Case Managers, IHSS Agency, HCPF or Palco. If a Participant has a grievance, there is a grievance form available for this process. The grievance process has 2 levels:

- Level 1 – Meeting with Palco administration within 5 days.
- Level 2 – Meeting with CDASS if the grievance is not resolved at level 1.

### Location of the Grievance Form

- Start with Palco Customer Service or Client Engagement email inbox.
- Available in Connect
- Located on our Website

Once the Grievance Form is completed entirely, it should be emailed to Palco Customer Support at [customersupport@palcofirst.com](mailto:customersupport@palcofirst.com) or the Client Engagement email inbox.

Customer Support process to escalate - Within 24 – 48 hours a Customer Support Agent will review the document, confirm that we have received the document, created a case for the incident in our CRM system and escalated to the Client Engagement Manager to review. We will work together to ensure a resolution is achieved within five (5) business days.

Client Engagement process to escalate – If the Complaint and Grievance form is sent directly to the Client Engagement email inbox the Client Engagement Manager will formally reply to the grievance form via email with an attached pdf letter addressing the issue with either a process to resolve the issue or stating the facts that the issue is not something Palco caused. (if needed) The State intervention/meeting is scheduled to discuss the issue and resolution.