



SOUTHERN PARK COUNTY FIRE PROTECTION DISTRICT

Board of Directors

1745 County Road 102, Guffey, Colorado 80820
(719) 689-9479 • www.guffeyfire.net

RESOLUTION

No. 2026-03-03

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE
SOUTHERN PARK COUNTY FIRE PROTECTION DISTRICT
ADOPTING POLICY 200-2.13 — CITIZEN COMPLAINT PROCEDURE

Resolution No.: 2026-03-03

Adopted: March 13, 2026

Effective: March 13, 2026

RECITALS

WHEREAS, the Southern Park County Fire Protection District (the "District") is a Colorado special district duly organized and existing under the laws of the State of Colorado, C.R.S. Title 32, Article 1, with authority to provide fire protection and emergency medical services within its jurisdictional boundaries in southern Park County, Colorado;

WHEREAS, the District's Board of Directors (the "Board") is the governing body of the District and is authorized under C.R.S. § 32-1-1001 and the District's Bylaws to establish policies and procedures governing District operations, Board conduct, personnel standards, and public accountability;



WHEREAS, the District is committed to providing professional, high-quality emergency services to all residents, property owners, and visitors within its service area, and to maintaining public confidence through transparent, accountable, and responsive governance;

WHEREAS, the District has historically lacked a formal, written procedure for receiving, investigating, and resolving complaints from members of the public regarding District personnel conduct or service delivery, creating potential gaps in accountability, inconsistent handling of citizen concerns, and exposure to legal and regulatory risk under C.R.S. Title 32;

WHEREAS, the Board has adopted the Board Administrative Rules, Practices and Procedures Manual (BAM v1.3) as the primary internal governance framework for the Board of Directors; Policy 200-2.13 supplements the BAM and is subordinate to it — in any conflict between Policy 200-2.13 and the BAM, the BAM shall control; both the BAM and Policy 200-2.13 are subordinate to the District's Bylaws (March 2014); this hierarchy (Bylaws → BAM → Policy 200-2.13) is expressly stated in Policy 200-2.13 §1 and governs the interpretation and application of this Resolution;

WHEREAS, the Board has reviewed the proposed Citizen Complaint Procedure (Policy 200-2.13, Document No. 20260313_ADMIN_200-2.13_ComplaintPolicy_v1.1), which establishes a fair, transparent, and accessible process for citizens to submit complaints regarding District personnel conduct or service delivery, and which provides: complaint intake via Citizen Complaint Form (Appendix A); timely written acknowledgment within five (5) business days of receipt; impartial investigation including complainant and respondent interviews, document review, and written findings report; review of medical records in EMS incident investigations subject to HIPAA (45 C.F.R. Parts 160 and 164) and the Colorado Health Care Privacy and Portability Act (C.R.S. § 25-1-1401 et seq.); four defined findings categories (Sustained, Not Sustained, Unfounded, Exonerated); written notification of outcome; a dedicated process for complaints against Board members with officer routing per BAM §1.2.2 (Board Chair → Vice Chair → District legal counsel based on conflict of interest), conflict of interest and recusal requirements, and escalation to external authorities; an appeal process for complainants dissatisfied with personnel investigation outcomes, routed to the Board Chair care of the Board Secretary per BAM §5.2.1; a non-retaliation and false-complaint framework; a CORA-compliant records-keeping system per BAM Ch.5; annual Q1 review per BAM §10.1; a Transparency Notice filing obligation per C.R.S. § 32-1-809 and BAM §3.3.2; and a severability clause;

WHEREAS, the proposed Policy 200-2.13 addresses applicable statutory and regulatory frameworks including C.R.S. Title 32, the Colorado Open Records Act (CORA, C.R.S. § 24-72-201 et seq.), the Colorado Code of Ethics (C.R.S. § 24-18-101 et seq.), C.R.S. § 32-1-906 (removal of Board members), HIPAA (45 C.F.R. Parts 160 and 164), and the Colorado Health Care Privacy and Portability Act (C.R.S. § 25-1-1401 et seq.), and is consistent with the District's Bylaws, BAM v1.3, SPCFPD Policy Manual (new series), and SOG Manual;

WHEREAS, the proposed Policy 200-2.13 applies to all paid and volunteer District personnel, covers complaints from any member of the public or government entity, and establishes clear, legally defensible timelines for acknowledgment (five (5) business days per §6.1), investigation completion (sixty (60) calendar days for personnel complaints per §6.5; seventy-five (75) calendar days for Board member complaints per §7.6 — the extended timeline reflecting the additional procedural complexity of Board-level review including potential recusals, subcommittee formation, and independent investigator retention), and appeal decisions (forty-five (45) calendar days per §10);

WHEREAS, the Board has reviewed a Staff Study prepared by the Board Chair (Document No. 20260313_ADMIN_200-2.13_StaffStudy_v1.1) analyzing the need for the policy, alternatives



considered, supporting findings, and recommended implementation steps, and has determined that adoption of Policy 200-2.13 is in the best interests of the District and the public it serves;

WHEREAS, adoption of Policy 200-2.13 requires no mill levy increase or voter authorization and is within the existing authority of the Board to establish policies governing its own procedures, personnel standards, and public accountability obligations;

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Southern Park County Fire Protection District, Park County, Colorado, as follows:

1. **Adoption of Policy.** The Board hereby adopts Policy 200-2.13 — CITIZEN COMPLAINT PROCEDURE, Document No. 20260313_ADMIN_200-2.13_ComplaintPolicy_v1.1, attached hereto as Exhibit 1 and incorporated herein by reference, as official policy of the Southern Park County Fire Protection District, effective March 13, 2026.
2. **Scope and Applicability.** Policy 200-2.13 shall apply to all paid and volunteer personnel of the District, including firefighters, emergency medical technicians, paramedics, administrative staff, and officers. It shall govern all complaints submitted by members of the public, service recipients, property owners, businesses, and other government entities regarding District personnel, operations, or service delivery. See Policy 200-2.13 §2 for the complete scope statement.
3. **Relationship to Governing Documents.** Policy 200-2.13 supplements and is subordinate to the Board Administrative Rules, Practices and Procedures Manual (BAM v1.3). In any conflict between Policy 200-2.13 and the BAM, the BAM shall control. In the event of any conflict between Policy 200-2.13 and another District policy or SOG (other than the BAM), the District Chief shall bring the conflict to the Board for resolution at a duly noticed public meeting. Both the BAM and Policy 200-2.13 are subordinate to the District's Bylaws (March 2014). Cross-references: BAM §§1.2.2, 4.5, 5.2.1, 5.3, 6.2.1, 10.1; SOG 120 (Code of Ethics); SOG 140 (Command Structure); SOG 220 (Disciplinary Action); SOG 230 (Personnel Policy).
4. **Citizen Complaint Form.** The Board hereby approves the Citizen Complaint Form (Appendix A to Policy 200-2.13) as the official form for submitting complaints under this policy. The District Chief is authorized to make minor administrative updates to the form as needed to reflect changes in contact information or submission procedures, without further Board action, provided that the substantive rights and procedures afforded to complainants are not altered.
5. **Board Member Complaints.** The Board expressly acknowledges and accepts the provisions of Section 7 of Policy 200-2.13, including: the routing of complaints to the Board Chair, Vice Chair (per BAM §1.2.2), or District legal counsel based on conflict of interest (§7.2); the requirements for recusal of Board members who are subjects of or have conflicts of interest in a complaint, with recusal documented in official minutes (§7.3); the retention of independent third-party investigators or District legal counsel where fewer than three (3) disinterested Board members are available to act (§7.3); the limitations on the Board's authority to discipline elected officials as provided under Colorado law; and the available outcomes for sustained Board member complaints, including formal written censure adopted by Board resolution per BAM §4.5 at a duly noticed public meeting (§7.5).



These provisions are adopted as a matter of governance policy and shall be binding on all current and future Board members.

6. **Appeal Hearings.** Any hearing conducted by the Board of Directors on a personnel complaint appeal under Section 10 of Policy 200-2.13 shall be conducted at a duly noticed public meeting consistent with Policy 200-2.07 (Board Meeting Procedures Policy) and the Colorado Open Meetings Law, C.R.S. § 24-6-402. Public participation at any such hearing is governed by Policy 200-2.08 (Public Comment Policy).
7. **Implementation.** The District Chief is hereby directed to: (a) post Policy 200-2.13 on the District's website (www.guffeyfire.net) within thirty (30) calendar days of adoption; (b) make the policy and Citizen Complaint Form available at Station §1, 1745 County Road 102, Guffey, CO 80820; (c) distribute the policy to all Board members and District personnel within thirty (30) calendar days of adoption; (d) incorporate Policy 200-2.13 into orientation and training materials for new personnel; (e) incorporate the policy into the District's annual Transparency Notice filing per C.R.S. § 32-1-809 and BAM §3.3.2; and (f) maintain and present an aggregate, anonymized complaint activity report to the Board annually.
8. **Records and Confidentiality.** All complaints and investigation records shall be retained and managed in accordance with Section 13 of Policy 200-2.13, the District's records retention schedule per BAM §5.2.2, and the Colorado Open Records Act (CORA, C.R.S. § 24-72-201 et seq.; BAM §5.3). The Board Secretary shall serve as the official records custodian for all complaint records per BAM §5.2.1. The aggregate, anonymized complaint log maintained under Policy 200-2.13 §13 is a public record subject to CORA and available for inspection per BAM §5.3.1. Records exempt from disclosure include attorney-client privileged communications related to complaint investigations per BAM §5.3.2. Personnel complaint records shall be maintained separately from individual personnel files unless a sustained finding results in formal discipline. Board member complaint records shall be maintained as confidential District records, separate from Board meeting minutes, except where formal action is taken at a public meeting.
9. **Policy Review.** The Board directs the District Chief to schedule a review of Policy 200-2.13 no later than one (1) year from the effective date of this Resolution, in the Q1 review cycle consistent with BAM §10.1 and the annual review schedules established for Policies 200-2.07 and 200-2.08. The policy shall also be reviewed promptly following any material change in Colorado law affecting complaint procedures, CORA obligations, HIPAA requirements, or Board governance. Proposed amendments shall be presented to the Board for approval at a duly noticed public meeting, consistent with Section 14 of the policy.
10. **Relationship to Bylaws.** This Resolution and Policy 200-2.13 supplement and do not supersede the District's Bylaws (March 2014). In the event of any conflict between Policy 200-2.13 and the Bylaws, the Bylaws shall govern. The Board Chair shall bring any identified conflict to the Board's attention for resolution.
11. **Severability.** If any provision of this Resolution or of Policy 200-2.13 is held to be invalid or unenforceable by a court of competent jurisdiction, the remaining provisions shall continue in full force and effect.
12. **Effective Date.** This Resolution shall take effect immediately upon adoption by the Board of Directors at the regular meeting of the Board held on March 13, 2026.



PASSAGE AND ADOPTION

PASSED, APPROVED, AND ADOPTED by the Board of Directors of the Southern Park County Fire Protection District at a duly noticed regular meeting of the Board held on March 13, 2026, by the following vote:

Director	AYE	NAY	ABSTAIN
Sean English (Board Chair)	AYE	<input type="checkbox"/>	<input type="checkbox"/>
Mike Brandt (Secretary/Treasurer)	AYE	<input type="checkbox"/>	<input type="checkbox"/>
Mike Smith	AYE	<input type="checkbox"/>	<input type="checkbox"/>
Mike Parrish	AYE	<input type="checkbox"/>	<input type="checkbox"/>
	AYE	<input type="checkbox"/>	<input type="checkbox"/>

**ORIGINAL DOCUMENT WITH SIGNATURES ON FILE AT STATION 1
ATTESTATION**

IN WITNESS WHEREOF, the undersigned, being the duly authorized officers of the Board of Directors of the Southern Park County Fire Protection District, hereby attest to the adoption of this Resolution.

Sean English, Board Chair
Southern Park County Fire Protection District
Date: _____

Mike Brandt, Secretary/Treasurer
Southern Park County Fire Protection District
Date: _____

CERTIFICATION

I, Mike Brandt, Secretary/Treasurer of the Board of Directors of the Southern Park County Fire Protection District, Park County, Colorado, hereby certify that the foregoing is a true and correct copy of Resolution No. **2026-03-03** duly adopted by the Board of Directors at a regular meeting held on March 13, 2026, at which a quorum was present and acting throughout.

Mike Brandt, Secretary/Treasurer
Southern Park County Fire Protection District
Date: _____