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SOUTHERN PARK COUNTY FIRE PROTECTION DISTRICT

Guffey, Colorado • Established 1987
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POLICY NO. 200-2.13 CITIZEN COMPLAINT PROCEDURE

Southern Park County Fire Protection District • Administrative Policy

Policy Number:	200-2.13	
Document Number:	20260313_ADMIN_200-2.13_ComplaintPolicy_v1.1	
Effective Date:	<i>Upon Board adoption</i>	
Adopted:	<i>Pending Board vote — March 13, 2026</i>	
Reviewed / Revised:	—	<i>Next Review: Annually — Q1 cycle (BAM §10.1)</i>
Approved By:	Board of Directors, SPCFPD	
Classification:	PUBLIC POLICY DOCUMENT	
Cross-References:	BAM v1.3 (Ch.5, §§4.5, 10.1) • Policy 200-2.07 • Policy 200-2.08 • Policy Manual TOC v0.5 • SOG 140 • SOG 220 • SOG 230 • SOG 120 • C.R.S. Title 32 • C.R.S. § 24-72-201 (CORA) • C.R.S. § 24-18-101 (CO Ethics) • C.R.S. § 32-1-906 • C.R.S. § 25-1-1401 (HCPPA) • HIPAA	

This is a public policy document of the Southern Park County Fire Protection District. Copies are available at Station #1 and at www.guffeyfire.net.



1. PURPOSE

The Southern Park County Fire Protection District (“the District”) is committed to providing professional, high-quality emergency services to all residents and visitors of Park County, Colorado. This policy establishes a fair, transparent, and accessible process for citizens to submit complaints regarding the conduct, actions, or performance of District personnel or the delivery of District services.

The District takes all complaints seriously and will investigate each complaint thoroughly, impartially, and in a timely manner. This policy is not intended to discourage the reporting of legitimate concerns, and no person shall be subject to retaliation for filing a good-faith complaint.

Relationship to Governing Documents. This policy supplements and is subordinate to the Board Administrative Rules, Practices and Procedures Manual (BAM v1.3) and to Policy 200-2.07 (Board Meeting Procedures Policy). In any conflict between this policy and the BAM, the BAM shall control. This policy is also interpreted consistently with Policy 200-2.08 (Public Comment Policy) with respect to public participation at Board meetings at which complaints or appeals are heard. All policies are subordinate to the District Bylaws (March 2014).

2. SCOPE

This policy applies to:

- All paid and volunteer personnel of the Southern Park County Fire Protection District, including firefighters, emergency medical technicians (EMTs), paramedics, administrative staff, and officers.
- All complaints from members of the public, service recipients, property owners, businesses, and other government entities regarding District personnel, operations, or service delivery.
- Complaints arising from incidents occurring within or outside the District's jurisdictional boundaries, provided District personnel were involved.

3. DEFINITIONS

Complaint: A formal, written allegation by a citizen that a District employee or volunteer acted improperly, failed to act when required, or that the District failed to deliver services in an appropriate or professional manner.

Complainant: Any individual who submits a formal complaint pursuant to this policy.

Respondent: The District employee, volunteer, or unit against whom a complaint has been filed.

District Chief: The Chief of the Southern Park County Fire Protection District, or their designee.

Board of Directors: The elected governing board of the Southern Park County Fire Protection District.

Sustained: A finding that the alleged conduct occurred and violated District policy or standards.

Not Sustained: A finding that insufficient evidence exists to either prove or disprove the allegation.

Unfounded: A finding that the alleged conduct did not occur or that the complainant was not involved.



Exonerated: A finding that the alleged conduct occurred but was lawful, justified, and consistent with District policy.

4. HOW TO FILE A COMPLAINT

4.1 Who May File

Any person may file a complaint, including residents, non-residents, business owners, and representatives of organizations. Complaints may be filed on behalf of another person with proper written authorization from that individual.

4.2 Methods of Submission

Complaints may be submitted by any of the following methods:

- In Person: Submit a completed Citizen Complaint Form (Appendix A) at the District's administrative office during regular business hours — Station #1, 1745 County Road 102, Guffey, CO 80820.
- U.S. Mail: Mail a completed Citizen Complaint Form to: Southern Park County Fire Protection District, Attn: District Chief, 1745 County Road 102, Guffey, CO 80820.
- Email: Submit a completed and signed Citizen Complaint Form to the District's official administrative email address as listed at www.guffeyfire.net.
- Online: Complete the online complaint form at the District's official website: www.guffeyfire.net (if available).

4.3 Anonymous Complaints

Anonymous complaints will be accepted; however, the District's ability to investigate and respond may be limited without complainant contact information. The District will investigate anonymous complaints to the extent practicable based on the information provided.

4.4 Time for Filing

Complaints should be filed within ninety (90) calendar days of the incident giving rise to the complaint. Complaints received after this period may still be accepted at the discretion of the District Chief, particularly where good cause is shown for the delay or where the nature of the alleged conduct warrants investigation.

5. REQUIRED INFORMATION

To facilitate a thorough investigation, complainants are encouraged to provide the following information:

- Complainant's full name, mailing address, phone number, and email address.
- Date, time, and location of the incident.
- Names, badge numbers, or descriptions of District personnel involved, if known.
- Apparatus or unit numbers involved, if known.
- A clear and detailed description of the events or conduct being complained about.
- Names and contact information of any witnesses.
- Any supporting documentation, photographs, or other evidence.



- The complainant's desired outcome or resolution, if any.

6. INVESTIGATION PROCESS

6.1 Acknowledgment

Upon receipt of a complaint, the District shall send the complainant a written acknowledgment within five (5) business days confirming receipt of the complaint and providing an estimated timeline for the investigation.

6.2 Assignment

The District Chief shall review each complaint and assign it for investigation. Depending on the nature and severity of the complaint, investigations may be conducted by:

- The District Chief or their designee (for most complaints).
- An independent investigator or legal counsel retained by the District (for serious allegations or those involving the District Chief).
- The Board of Directors or a subcommittee thereof (for complaints involving senior District leadership).

6.3 Investigation Steps

The investigation shall generally include the following steps:

1. Review of the written complaint and any supporting materials submitted by the complainant.
2. Interview of the complainant (if complainant is willing and available).
3. Interview of the respondent(s) and any relevant witnesses.
4. Review of District records, including dispatch logs, incident reports, audio/video recordings, medical records (as permitted by law, including HIPAA and the Colorado Health Care Privacy and Portability Act, C.R.S. § 25-1-1401 et seq.), and personnel files.
5. Consultation with subject matter experts if warranted by the nature of the complaint.
6. Preparation of a written investigation report summarizing findings and conclusions.

6.4 Confidentiality

All complaints and investigations shall be treated as confidential to the fullest extent permitted by Colorado law, including the Colorado Open Records Act (CORA), C.R.S. § 24-72-201 et seq. (BAM §5.3). Personnel records and investigation materials pertaining to individual employees are partially exempt from public disclosure per C.R.S. § 24-72-204 and shall not be disclosed except as required by law or legal process. The Board Secretary, as official records custodian per BAM §5.2.1, is responsible for determining disclosure obligations. Attorney-client privileged communications related to complaint investigations are exempt from disclosure per BAM §5.3.2.

6.5 Investigation Timeline

The District shall complete the investigation and notify the complainant of the outcome within sixty (60) calendar days of receipt of the complaint. If additional time is needed due to the complexity of the investigation, the complainant shall be notified in writing of the reason for the delay and the expected completion date.

7. COMPLAINTS AGAINST BOARD MEMBERS



7.1 Applicability

This section applies to complaints alleging that a member of the Board of Directors engaged in misconduct, violated the District's Code of Conduct, abused their authority, or otherwise acted in a manner inconsistent with their duties as an elected official of the District.

Because Board members are elected officials and not employees of the District, the District Chief has no authority to investigate, discipline, or take corrective action against a Board member. Complaints against Board members shall therefore follow the separate process described in this Section.

7.2 Submission of Complaints Against Board Members

Complaints against a Board member shall be submitted in writing using the Citizen Complaint Form (Appendix A) and directed to one of the following officers, as elected by the Board under BAM §1.2.2:

- The Board Chair, if the complaint does not involve the Board Chair.
- The Vice Chair (BAM §1.2.2), if the complaint involves the Board Chair or if the Board Chair has a conflict of interest.
- District legal counsel, if the complaint involves both the Chair and Vice Chair, or if a conflict of interest exists with the entire Board leadership.

Complaints may be mailed, delivered in person, or submitted by email to the District's administrative office, clearly marked "Attn: Board Member Complaint — Confidential."

7.3 Conflict of Interest and Recusal

Any Board member who is the subject of a complaint, or who has a personal, financial, or professional conflict of interest related to the complaint or the complainant, shall recuse themselves from all aspects of the complaint process, including receipt, deliberation, investigation oversight, and final determination. Recusal shall be documented in the Board's official minutes.

If recusals result in fewer than three (3) disinterested Board members available to act, the District shall retain an independent third-party investigator or seek guidance from District legal counsel on how to proceed.

7.4 Investigation of Complaints Against Board Members

Upon receipt of a complaint against a Board member, the Board (excluding the respondent member) shall, within ten (10) business days, determine the appropriate investigative method based on the nature and severity of the allegations:

- Review and determination by the full Board minus the respondent member, where facts are straightforward and documentary evidence is sufficient.
- Referral to a subcommittee of disinterested Board members, with or without the assistance of District legal counsel, for more complex matters.
- Retention of an independent third-party investigator — such as an attorney, human resources professional, or other qualified neutral — where the allegations are serious, where conflicts of interest are present, or where objectivity requires external review.



Regardless of the method selected, the investigation shall follow the general process described in Section 6.3, adapted as appropriate to the Board context.

7.5 Limitations on Board Authority and Available Outcomes

Board members are elected officials, and the District's authority to impose formal discipline is limited under Colorado law. Where a complaint is sustained, available outcomes may include:

- A formal written censure adopted by resolution of the Board at a duly noticed public meeting, consistent with BAM §4.5 (Board actions having legal effect shall be memorialized by formal written resolution).
- Mandatory ethics training or other remedial measures agreed to by the Board.
- Referral to the Colorado Ethics Commission or other appropriate state agency if the alleged conduct implicates statutory ethics requirements.
- Referral to law enforcement if the alleged conduct constitutes a criminal offense.

The Board shall not have the authority to remove a duly elected Board member except as provided by Colorado law, including C.R.S. § 32-1-906 (removal for cause by district court) or through a recall election process as may be available under applicable law.

7.6 Notification and Timeline

The complainant shall receive written acknowledgment within five (5) business days of receipt. The Board shall complete its review and notify the complainant of the outcome within seventy-five (75) calendar days of receipt of the complaint. The extended timeline (compared to the sixty-day period for personnel complaints under §6.5) reflects the additional procedural complexity of Board-level complaint review, including potential recusals, subcommittee formation, and independent investigator retention. If additional time is required, the complainant shall be notified in writing with an explanation and revised timeline.

7.7 Appeal and Escalation of Board Member Complaints

Because the Board of Directors is the District's highest governing authority, there is no internal appellate body above the Board. A complainant dissatisfied with the Board's determination may, within thirty (30) calendar days of receiving the written outcome, request that District legal counsel review the matter and provide a written recommendation as to whether further action is warranted or available.

Legal counsel's recommendation shall be provided to the complainant in writing within forty-five (45) calendar days of the request. This recommendation is advisory in nature. Complainants retain the right to pursue remedies through external channels, including:

- The Colorado Ethics Commission (for potential violations of the Colorado Code of Ethics, C.R.S. § 24-18-101 et seq.).
- The Colorado Secretary of State (for campaign finance or election law concerns).
- A Colorado court of competent jurisdiction.
- Law enforcement agencies, where criminal conduct is alleged.



8. FINDINGS AND DISPOSITION

Upon conclusion of the investigation, the investigating officer shall make one of the following findings with respect to each allegation:

Sustained	The allegation is supported by a preponderance of the evidence.
Not Sustained	Insufficient evidence exists to prove or disprove the allegation.
Unfounded	The alleged conduct did not occur, or the complainant was not involved.
Exonerated	The alleged conduct occurred but was lawful, proper, and consistent with District policy and applicable standards.

Where a complaint against District personnel is sustained, the District Chief shall determine appropriate corrective action in accordance with District personnel policies and Colorado law. Corrective actions may include, but are not limited to, additional training, counseling, written reprimand, suspension, or termination.

Where a complaint against a Board member is sustained, the Board shall determine appropriate action as described in Section 7.5.

9. NOTIFICATION OF OUTCOME

Upon completion of the investigation, the District shall provide the complainant with written notification of:

- The finding (sustained, not sustained, unfounded, or exonerated) for each allegation.
- A general summary of the basis for the finding.
- Any corrective action taken (to the extent disclosure is permitted under Colorado law and does not violate employee or Board member privacy rights).
- The complainant's right to appeal the finding, as described in Section 10 (for personnel complaints) or Section 7.7 (for Board member complaints).

10. APPEAL PROCESS (PERSONNEL COMPLAINTS)

A complainant who is dissatisfied with the outcome of an investigation involving District personnel (not Board members — see Section 7.7) may appeal the finding to the Board of Directors within thirty (30) calendar days of receiving written notification of the outcome.

Appeals must be submitted in writing to the Board Chair, care of the Board Secretary (official records custodian, BAM §5.2.1), at the District's administrative address, and must state the specific grounds for the appeal. The Board of Directors shall:

- Review the investigation record and the complainant's written appeal.
- At its discretion, conduct a hearing at which the complainant may appear and present information. Any such hearing shall be conducted at a duly noticed public Board 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).

- Issue a written decision within forty-five (45) calendar days of receiving the appeal.

The decision of the Board of Directors shall be the District's final administrative decision on personnel complaints. Complainants retain any rights they may have to pursue matters through appropriate legal, regulatory, or governmental channels, including the Colorado Division of Fire Prevention and Control, law enforcement agencies, or courts of competent jurisdiction.

11. FALSE OR MALICIOUS COMPLAINTS

Any person who knowingly files a false, misleading, or malicious complaint may be subject to referral to appropriate law enforcement or legal authorities. The District reserves the right to take appropriate legal action in response to false complaints.

12. NON-RETALIATION

The District strictly prohibits retaliation against any person who files a good-faith complaint or participates in an investigation pursuant to this policy. Any District employee found to have engaged in retaliation against a complainant or witness shall be subject to disciplinary action up to and including termination. Any Board member found to have engaged in retaliation may be subject to censure or other action as described in Section 7.5.

13. RECORD KEEPING

All complaints and investigation records shall be retained in accordance with the District's records retention schedule per BAM §5.2.2 (consistent with the Colorado Local Government Records Act and state archives requirements) and applicable Colorado law. The Board Secretary, as official records custodian (BAM §5.2.1), is responsible for the maintenance and integrity of complaint records. Complaint records involving personnel shall be maintained separately from personnel files unless a sustained finding results in formal discipline. Complaint records involving Board members shall be maintained as confidential District records, separate from Board meeting minutes, except where a censure resolution or other formal action is adopted at a public meeting; the Board Secretary shall determine public disclosure obligations under CORA (C.R.S. § 24-72-201 et seq., BAM §5.3), and attorney-client privileged communications related to any complaint investigation are exempt from disclosure per BAM §5.3.2.

The District shall maintain an aggregate, anonymized log of complaints received, findings made, and dispositions for the purposes of administrative oversight and quality improvement. This aggregate log is a public record subject to inspection under CORA (C.R.S. § 24-72-201 et seq.; BAM §5.3.1) and shall be made available upon request consistent with applicable law. The Board of Directors may review the log at any regular meeting.

14. POLICY REVIEW AND AMENDMENT

This policy shall be reviewed by the District Chief and the Board of Directors at least annually, in the Q1 review cycle consistent with BAM §10.1 and the annual review schedules established in Policies 200-2.07 §11 and 200-2.08 §13. The policy shall also be reviewed promptly following any material change in Colorado law affecting complaint procedures, personnel rights, CORA



obligations, or Board governance. Amendments shall be approved by the Board of Directors at a duly noticed public meeting and shall be issued under a new version number.

Implementation. Upon adoption, this policy shall be posted on www.guffeyfire.net within thirty (30) calendar days and incorporated into the District’s annual Transparency Notice filing per C.R.S. § 32-1-809 and BAM §3.3.2. Copies shall be distributed to all Board members, District personnel, and made available to the public at Station #1 and on the District website.

Severability. If any provision of this policy is held to be invalid or unenforceable by a court of competent jurisdiction, the remaining provisions shall continue in full force and effect.

15. CONTACT INFORMATION

Questions regarding this policy or the complaint process should be directed to:

Organization:	Southern Park County Fire Protection District
Address:	1745 County Road 102, Guffey, CO 80820
Phone:	(719) 689-9479
Website:	www.guffeyfire.net
Email:	<i>[District administrative email — see guffeyfire.net]</i>
Office Hours:	Station #1: 9:00 AM – 6:00 PM, 363 days per year

16. CERTIFICATION AND ADOPTION

This policy is hereby adopted by the Board of Directors of the Southern Park County Fire Protection District at a duly noticed public meeting.

Sean English
 Board Chair — Board of Directors, SPCFPD
Date: _____

Mike Brandt
 Secretary/Treasurer — Board of Directors, SPCFPD
Date: _____

Mike Parrish
 Board Member — Board of Directors, SPCFPD
Date: _____

Mike Smith
 Board Member — Board of Directors, SPCFPD
Date: _____



Jennifer Taylor

Board Member — Board of Directors, SPCFPD

Date: _____



APPENDIX A — CITIZEN COMPLAINT FORM

Southern Park County Fire Protection District

Policy No. 200-2.13 • 1745 County Road 102, Guffey, CO 80820 • (719) 689-9479 • www.guffeyfire.net

Please complete all applicable sections of this form as thoroughly as possible. Attach additional pages if needed. Return the completed form by mail, in person, or email as described in Section 4.2 of Policy 200-2.13.

SECTION 1 — COMPLAINANT INFORMATION	
Full Name	
Mailing Address	
City, State, ZIP	
Phone Number	
Email Address	
Preferred Contact Method	
SECTION 2 — INCIDENT INFORMATION	
Date of Incident	
Time of Incident (approx.)	
Location of Incident	
Personnel Involved (if known)	
Apparatus / Unit Numbers (if known)	
Witness Names and Contact Info	
SECTION 3 — COMPLAINT DESCRIPTION	
Description of Complaint <i>Describe in detail the conduct or service delivery issue being complained about. Attach additional pages if needed.</i>	
Desired Resolution	



Describe the outcome or resolution you are requesting, if any.

SECTION 4 — SUPPORTING MATERIALS

Documents / Photos Attached? Yes No

List of Attached Materials

SECTION 5 — CERTIFICATION

By signing this form, I certify that the information provided is true and accurate to the best of my knowledge. I understand that knowingly providing false information may result in legal action pursuant to Section 11 of Policy 200-2.13.

Complainant Signature

Date Submitted

Submit to: Southern Park County Fire Protection District • 1745 County Road 102, Guffey, CO 80820 • (719) 689-9479 • www.guffeyfire.net

Mark envelope or email subject: "Citizen Complaint — Policy 200-2.13"



Document Revision History

Document: 20260313_ADMIN_200-2.13_ComplaintPolicy_v1.1 **Policy:** 200-2.13 — Citizen Complaint Procedure **District:** Southern Park County Fire Protection District

Ver.	Date	Author	Changes / Status
V0.1	Feb 5, 2026	District / Board Chair	Original draft (20260205_ADMIN[200-2.13]_Complaint_DRAFT_V0.1.docx). Established basic complaint intake, classification, investigation, and resolution framework. Policy number placeholder: SPCFPD-ADM-001.
V0.3	March 8, 2026	District / Board Chair	Substantial expansion (20260308_ADMIN_200-2.13_Complaint_DRAFT_V0.3.docx). Added Section 7 (Complaints Against Board Members) — 7 subsections including Board escalation, recusal provisions, conflict of interest, available outcomes, 75-day review timeline, external escalation paths. Added Section 9 (Notification of Outcome), Section 10 (Appeal Process — Personnel Complaints), Section 11 (False/Malicious Complaints), Section 12 (Non-Retaliation), Section 13 (Record Keeping), Section 14 (Policy Review), Section 15 (Contact Information), Section 16 (Certification). Appendix A (Citizen Complaint Form) added. Policy number updated throughout to 200-2.13.
v1.0	March 8, 2026	Board of Directors	Issued for Board adoption. Full SPCFPD branding applied: logo, RED/DARK palette, branded cover page, metadata table, header/footer, section numbered headings, findings summary table, formatted contact table, signature blocks. Policy number 200-2.13 confirmed throughout; prior placeholder SPCFPD-ADM-001 removed. Contact section populated with known SPCFPD details (1745 County Road 102, Guffey; (719) 689-9479; www.guffeyfire.net). Appendix A reformatted with four-section form structure. Document numbered: 20260308_ADMIN_200-2.13_ComplaintPolicy_v1.0.
v1.1	March 13, 2026	Board of Directors	Alignment update against BAM v1.3, Policy 200-2.07 v1.2, and Policy 200-2.08 v1.0. 21 issues resolved. (1) §1: BAM relationship statement added — policy supplements BAM and 200-2.07; BAM controls in conflict; both subordinate to Bylaws; 200-2.08 governs public participation at Board hearings. (2) §6.3: Medical records parenthetical expanded to cite HIPAA and C.R.S. § 25-1-1401 (HCPPA). (3) §6.4: CORA citation corrected from C.R.S. § 24-72-101 to C.R.S. § 24-72-201; Board Secretary identified as records custodian per BAM §5.2.1; attorney-client privilege exemption noted per BAM §5.3.2. (4) §7.2: Vice Chair identified as BAM §1.2.2 elected officer; BAM cross-reference added. (5) §7.5: Censure-by-resolution cross-referenced to BAM §4.5 (formal resolution requirement). (6) §7.6: One-sentence justification added for 75-day timeline vs. 60-day personnel timeline. (7) §10: Appeal routing changed from generic 'administrative address' to Board Chair c/o Board Secretary per BAM §5.2.1. (8) §10: OML/200-2.07 hearing notice obligation added; 200-2.08 public participation reference added. (9) §13: BAM §5.2.2 records retention cross-reference added; Board Secretary records custodian role confirmed per BAM §5.2.1; CORA corrected to C.R.S. § 24-72-201; attorney-client privilege noted; aggregate log identified as public record per CORA/BAM §5.3.1. (10) §14: Review cycle changed from biennial to annual Q1 per BAM §10.1 and Policies 200-2.07/200-2.08. (11) §14: Implementation provision added — post on guffeyfire.net within 30



			days; Transparency Notice per C.R.S. § 32-1-809 and BAM §3.3.2. (12) §14: Severability clause added. (13) Cover metadata: review cycle updated to 'Annually — Q1 cycle (BAM §10.1)'; adoption date set to March 13, 2026; cross-references updated to include BAM v1.3, Policies 200-2.07/200-2.08, TOC v0.5, correct CORA, HCPPA, HIPAA. (14) Notes: 2013 Policy Manual reference replaced with BAM v1.3, Policy Manual TOC v0.5, and new policy series references. Document renumbered: 20260313_ADMIN_200-2.13_ComplaintPolicy_v1.1.
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Notes

Versions V0.1 through V0.3 are working drafts. Version v1.0 was issued for Board adoption. Version v1.1 incorporates alignment corrections against BAM v1.3, Policy 200-2.07 v1.2, and Policy 200-2.08 v1.0 (21 issues resolved — see revision history). Upon Board adoption, enter the adoption date in the cover page metadata table, the Section 16 signature block, and re-issue as directed by the Board. Policy number 200-2.13 supersedes the placeholder number SPCFPD-ADM-001 used in earlier drafts; all references to SPCFPD-ADM-001 are retired.

This policy is cross-referenced with: Board Administrative Rules, Practices and Procedures Manual (BAM v1.3) — especially Ch.5 (§§5.2.1, 5.2.2, 5.3), §4.5, and §10.1; Policy 200-2.07 v1.2 (Board Meeting Procedures Policy); Policy 200-2.08 v1.0 (Public Comment Policy); SPCFPD Policy Manual TOC v0.5; SOG 140 (Command Structure); SOG 220 (Disciplinary Action); SOG 230 (Personnel Policy); SOG 120 (Code of Ethics); C.R.S. Title 32; C.R.S. § 24-72-201 et seq. (CORA); C.R.S. § 24-18-101 et seq. (Colorado Code of Ethics); C.R.S. § 32-1-906 (removal of Board members); C.R.S. § 25-1-1401 et seq. (Colorado HCPPA); HIPAA (45 C.F.R. Parts 160 and 164).

— END OF POLICY 200-2.13 —

20260313_ADMIN_200-2.13_ComplaintPolicy_v1.1

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