

**CENTRAL VISITATION PROGRAM
COMPLAINT POLICY AND PROCEDURES**

1. Any person participating in supervised visitation or safe exchanges at the Central Visitation Program (“CVP”) may file a complaint concerning the services provided by CVP, its employees, volunteers or Board Members. Complaints shall be in writing (one page or less) and delivered to the Executive Director of CVP at Central Visitation Program, 1660 Sherman Street, Denver, Colorado 80203; *and* to the CVP Board at the same mailing address or emailed to Board@CVPDenver.org.
2. The Board of Directors of CVP, or its designee, shall review and respond to each complaint. Written notification will be sent to the complaining party within 3 business days of receiving a complaint verifying its receipt. Complaints will be reviewed in conjunction with Central Visitation Program’s foundational principle to provide a safe, supervised and comfortable setting for court-ordered visits between children and their parents for families in conflict and the CVP Client Contract and CVP Program Rules that are provided to all parents at the time of intake.
3. Complaint response procedures:
 - a. the President of the CVP Board, unless the complaint involves the President, in which case the Vice-President shall take over the duties of the President as set forth in this policy, shall appoint a committee of one or more persons from among the officers and directors of the Board to investigate the complaint;
 - b. the appointed committee shall share the complaint or the nature of the complaint, as deemed appropriate by the committee, with the person about who the complaint was made prior to investigating the allegations;
 - c. the committee shall investigate the complaint, determine whether the allegations made in the complaint are true or false, and recommend action(s) to be taken in response to the complaint;
 - d. the committee shall put its findings and recommendations in writing and deliver them to the Board;
 - e. after a complaint is filed and before the Board takes final action concerning that complaint,
 - i. the Executive Director may order any action the Executive Director believes appropriate with respect to visits involving the complaining person and/or the CVP employee or volunteer about whom the complaint was made;
 - ii. in the event that the complaint concerns the Executive Director, the President may order any action the President believes appropriate with respect to visits involving the complaining person and/or the Executive Director about whom the complaint was made;

- iii. in the event that the complaint concerns a Board Member, the President, may order any action the President believes appropriate with respect to visits involving the complaining person and/or the Board Member about whom the complaint was made;
 - iv. in the event that the complaint concerns the President, the Vice-President, may order any action the Vice-President believes appropriate with respect to visits involving the complaining person and/or the President about whom the complaint was made
- f. notwithstanding the previous paragraph, if a complaint is filed alleging that an employee, volunteer or Board Member at CVP abused (physically, sexually, emotionally, etc.) any child or person involved in any visit at CVP, the President and/or Executive Director may suspend the services of that employee or volunteer until the Board takes final action concerning that complaint;
 - g. the Board, at its discretion, shall approve or amend the findings and/or the recommendations, or it shall order further investigation of the complaint;
 - h. the Board may order that any final action, including no action at all, be taken in response to a complaint, so long as such action is ordered with a good faith belief that it is justified by the facts and circumstances of the case, that it is not contrary to the best interest of the child or children involved, and that it promotes the purpose and integrity of CVP;
 - i. notwithstanding the previous paragraph, the Board shall terminate the services of any employee, volunteer or Board Member who is found to have abused (physically, sexually, emotionally, etc.) any child or person involved in any visit at CVP;
 - j. the Board shall put in writing its findings and final action(s) concerning the complaint and shall deliver a copy of such findings and final action(s) to the complaining person and the person about whom the complaint was made.
- 4. Decisions of the Board concerning any complaint are final and are not subject to appeal or reconsideration except at the discretion of the Board.
 - 5. CVP may refuse to provide services to any person who files a materially false complaint with CVP or otherwise makes a complaint in bad faith.
 - 6. The Complaint Policy and Procedures shall be made available to all incoming persons. They shall also be posted on the CVP website and made available upon request.