



University of Colorado
Colorado Springs

HealthCircle Aging Center
4863 North Nevada Avenue, Suite 321
Colorado Springs, CO 80918
office 719-255-8002
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www.uccs.edu/agingcenter

COMPLAINT POLICY



Complaint Policy

In the event that you have a concern about any aspect of your services at the UCCS Aging Center, we strongly encourage you to first discuss the matter with your therapist. Direct communication is essential to the success of your therapy.

Filing of a formal complaint will first be reviewed with the therapist and the supervising psychologist. If you feel the matter is not resolved through a discussion with your therapist and the supervisor, you may request a review of the issue by the Center director. Please do so by contacting our office manager, either by phone (255-8002) or in person at the Aging Center. Our office manager will ensure that your concern is delivered to the director. A follow up phone call will be made by the director within two business days, and if necessary, a personal appointment can be arranged to address your concern.

If resolution is not obtained following the previous procedures, you may request information to enable contact with the Psychology Department Chairperson at UCCS. A follow-up phone call and, if necessary, a hearing will ensue with the Chair and two supervisory staff (licensed psychologists other than the director) from the Aging Center. A medical ethicist or medical professional may be asked to attend in place of one of the psychologists. The hearing process varies slightly in the case of clients who are sub-contractor funded. An administrative representative from the pertinent agency may be asked to join two Aging Center psychologists to comprise that particular complaint panel.

In the case of clients in the Caregiver Program, the clients are also welcome to make a complaint to or make an appeal to Pikes Peak Area Council of Governments or to Colorado Department of Human Services, Division of Aging. Contact information for Pikes Peak Area Council of Governments is: 15 South 7th Street, Colorado Springs, CO 80905, Phone: (719) 471-7080 ext. 103. Contact information for Colorado Department of Human Services, Division of Aging is: 1575 Sherman Street, 10th Floor, Denver, CO 80203. Phone: (303) 866 2800, Fax: (303) 866-2696, Toll Free: 1-888-866-4243.

The right to file a complaint is available to all clients regardless of funding source. A written response from the UCCS Aging Center Director documenting the outcome of the complaint process will be provided to you either in person, or in the event you are unable to meet in person, by mail within 15 business days.

As is indicated on your Client Disclosure Form completed at intake, the practice of both licensed and unlicensed psychotherapists is regulated by the Colorado State Department of Regulatory Agencies. If you have concerns or complaints that you have not been able to resolve through the recommended procedures, you can contact the State Grievance Board at: 1560 Broadway, Suite 1340, Denver, CO 80202, Phone: 303-894-7766.