



Mesa County Secure Transportation Services Complaint and Investigation Policy

This complaint policy is to address:

- (A) Complaints against any secure transportation service in the county,
- (B) Allegations of unlicensed secure transportation services or vehicles without a valid permit operating within the county.

Part 1. ACCESS

1.1 Complaint procedures and forms can be found on the Mesa County EMS website (ems.mesacounty.us) under the secure transportation section. Forms and procedures may also be obtained in person from the Director of the Emergency Services Division of the Mesa County Sheriff's Office or his/her designee, located at 215 Rice Street, Grand Junction, Colorado, or by calling (970) 244-3500.

1.2 Complaint intake methods that accommodate individuals in need of language or communication assistance are available.

Part 2. POLICY/PROCEDURES

2.1 Complaints may be filed by any of the following methods:

- (A) Verbally (verbally includes via telephone or in person),
- (B) Written (written includes email),
- (C) Other alternative methods as may be required or requested by the complainant

2.2 The County shall ensure the following:

- (A) Complainants are provided contact information for the secure transportation service staff member(s) responsible for complaint intake and problem resolution,
- (B) The secure transportation service is provided with a copy of the complaint at the time it is filed,
- (C) The complainant is contacted in a timely manner to verify the substance of the complaint,
- (D) Investigations are conducted, and a resolution reached in a timely manner

2.3 Investigation



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(A) Depending on the nature of the complaint, the investigation process may include but not be limited to the following:

1. Interview of the complainant, interview of all providers involved, interview of any witnesses, review of all documents, photographs, or any other items legally reviewable by the investigator, physical inspection of any vehicle or device related to the complaint.
2. Any complaint believed to involve criminal activity will be referred to the appropriate law enforcement agency.

(B) The investigation methods and findings will be documented in a written investigation report. This report may include but not be limited to supporting documents and other related information obtained during the investigation.

2.4 Investigation Findings and Disposition

(A) Complainants will be provided with a written summary of the investigation findings.

(B) The secure transportation service will be provided with a written summary of the investigation findings. The county shall notify the secure transportation service, its owner, manager, and administrator of the secure transportation service, in writing, of any Known violation of the secure transportation licensing regulations by the secure transportation service or known/alleged complaints or violations of the secure transportation licensing regulations by individual staff members, contractors, or licensed or certified providers operating on a secure transportation service.

(C) The county shall notify in writing other counties with jurisdiction over secure transportation services, and, if applicable, the Colorado Department of Public Health and Environment (Department) and/or the Colorado Department of Regulatory Agencies (DORA) about complaints regarding licensed or certified staff members associated with the secure transportation service.



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