

**COLORADO JUDICIAL  
DEPARTMENT**  
*Office of Dispute Resolution*

ODR Policies and Procedures Manual  
Subject: **Complaints**

Date: 2023

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Generally, if a complaint about an ODR Neutral is received by the Director, the Director shall contact the Neutral involved and the complaining party, or their attorney, to assess the nature of the problem and the underlying interest. The Director shall then develop a plan to resolve the situation and shall communicate the plan to the Neutral and the complaining party or their attorney. ODR-SCAO will keep a record of complaints received state-wide and will consider complaints during any contracting process. The State Court Administrator, as signatory to all ODR Neutral contracts, reserves the right to terminate a neutral's contract.

The Program Coordinator or Administrator should follow a similar process in addressing complaints about Neutrals within their respective judicial district. Having taken the steps outlined above, the Program Coordinator or Administrator shall also notify the Director of all complaints received, and action taken, to be maintained and considered during the annual contract renewal process. The State Court Administrator, as signatory to the contracts, reserves the right to terminate a neutral's contract.