

### **Denver Parks and Recreation Process for Intra-Departmental Conflicts in the Plan Review Process**

This process is intended to resolve conflicting intra-department plan review comments and may be initiated when a reviewer:

- 1) Identifies a comment that they believe is not applicable, inaccurate, or conflicts with another comment.
- 2) Identifies a comment that conflicts with an ordinance, rule, or regulation.
- 3) Reviewer is acting on behalf of the customer due to one or more of the above.

Any customer that believes there is a conflict amongst comments provided by Denver Parks and Recreation staff, including the Office of the City Forester, shall reach out to their assigned reviewer. The customer shall alert the reviewer to the issue and ask that they start the steps identified below to resolve the intra-departmental conflict.

#### **Step 1 – Submit Request for Conflict Resolution**

- A. Reviewer submits request for resolution to [forestryplanreview@denvergov.org](mailto:forestryplanreview@denvergov.org) or [DPRPlanningReview@denvergov.org](mailto:DPRPlanningReview@denvergov.org).
- B. The escalation will be managed by the Office of the City Forester (OCF) reviewer or Parks Planning reviewer assigned to the project. Otherwise, conflict will be assigned to another team member or manager of the OCF Review Team/Parks Planning Team.
- C. A response to request will be provided by project reviewer in 2 business days.

#### **Step 2 – Information Gathering and Initial Meeting**

- A. The assigned reviewer gathers any additional information needed from the reviewer(s) and/or customer related to the conflict.
- B. Assignee holds a meeting with applicable reviewer(s) and the supervisor(s) within 5 business days of the receipt request.
- C. The meeting is intended to yield a final decision of the issue at hand. If so, the Resolution Process is complete and assigned reviewer communicates to applicant and updates record. If not, move to Step 3.

#### **Step 3 – Escalation**

- A. If the issue cannot be resolved in step 2, then the conflict is escalated to the manager of the assigned reviewer. The manager repeats Step 2 with the assigned reviewer and associated other reviewers and their supervisor.
- B. If the comment(s) in question cannot be resolved by the manager, the issue will be escalated to the City Forester or Director of Parks Planning, who within 2 business days may;
  1. Set a meeting with applicable reviewer(s) and supervisor(s) and/or with equivalent level of management involved in the issue.
  2. If resolution is reached, City Forester or Director of Parks Planning will communicate to assigned reviewer what and how to communicate to the customer and to update plan record and/or plan review notice.
  3. If the issue cannot be resolved by the City Forester, the issue will be escalated to executive leadership.
- C. Executive Leadership within 2 business days will repeat above steps as needed to resolve the issue. The final decision will be made and communicated within 5 business days after the meeting. The assigned reviewer will document all decisions and outcomes as instructed by management.

#### **Step 4 – Final Decision(s)**

Once resolution is attained:

- A. Assigned reviewer will email summary of conflict and resolution to the DPO Director or designee to document.
- B. Assigned reviewer will communicate with the customer on the resolution and update the plan review record and/or update the comment on an applicable plan review notice, if applicable.
- C. If conflict is resolved at the executive leadership level, the DPO Director or designee, shall document the issue and resolution into the tracking database for the intent to resolve repeated conflicts through ordinance, rule, or process changes as discussed with impacted agencies.