

07/08/2025

**Escalation Process for Intra-departmental Conflicts in the Plan Review Process
Department of Public Health & Environment**

Customers as well as staff are eligible for comment resolution process if they:

- Identify a comment that they believe is not applicable, inaccurate, or conflicts with another comment.
- Attempted to address the comment directly with the applicable reviewer(s) and has not been able to resolve with the applicable reviewer(s).

For Site Development Plan (SDP) and Facility Reviews:

Response Time Frame: 48 hours per escalation level except the executive leadership level which will provide a response in 5 business days.

Step 1 – Request for Comment Resolution Submitted

- The applicant can request an escalation at any time they meet both above criteria.
- For Facility Reviews the applicant can request this escalation via email to DPHEplanreview@denvergov.org.
 - o Anastasiia Clark, Public Health Investigator III, is the primary POC for PHI, Christopher Danchik, Public Health Investigator II, and Matthew Wilmes, Program Supervisor, are the secondary POCs.
- For Site Development Plan (SDP) reviews the applicant can request this escalation via email to ELUP@denvergov.org.
 - o Andrew Ross, Senior Environmental Administrator is the primary POC for EQ, with Zach Clayton, Manager, as the secondary POC.

Step 2 – Information Gathering

For SDP Reviews:

- The DDPHE Environmental Quality Division (EQ) Project Coordinator (PC) gathers additional information from the applicant or staff member about the comments to be addressed. The PC also confirms applicant or staff member has first contacted the applicable reviewer(s).
- If the applicant has contacted the reviewer, then the PC holds a meeting with the applicant, all applicable reviewers, and supervisors within 5 business days of the applicant or staff member's request. The applicant is present during this meeting, unless this conflict arises from the staff member and it is determined that a City only meeting is more beneficial.
- The meeting is intended to yield a final decision on the issue at hand. If so, the Comment Resolution Process is complete. If not, move to Step 3.

For Facility Reviews:

- The DDPHE Public Health Investigations (PHI) supervisor gathers additional information from the applicant and/or staff member about the comments to be addressed. The supervisor also confirms applicant or staff member has first contacted the applicable reviewer(s) and discussed their concerns.
- The supervisor will contact the applicant to discuss the comments in question and reach a verdict on whether the comment needs to be addressed via the applicant, if the comment can be disregarded, or if another means of addressing the comment can be achieved.
- If the comment(s) cannot be resolved move on to Step 3.

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Step 3 – Escalations

- If comments are not able to be resolved, the customer or staff member has the opportunity to escalate to DDPHE Executive Leadership.
- If the comment(s) in question cannot be resolved by the supervisor, the issue will be escalated to the manager of the division who will complete Step 2 again.
 - o For PHI the Program Supervisor is Matthew Wilmes and the Program Manager is Abby Davidson.
- If the comment(s) in question cannot be resolved by the manager, the issue will be escalated to the director of the division who will complete Step 2 again.
 - o For PHI the Director is Danica Lee.
- If the comment(s) in question cannot be resolved by the director, the issue will be escalated to executive leadership.

Step 4 – Escalation Process

For SDP Reviews:

- The Project Coordinator must present the issue to DDPHE Executive Leadership. All applicable reviewers and supervisors associated with the issue should attend. The PC shall present the applicant's position and discussion at the staff level.

For Facility Reviews:

- Proceed to Step 5

Step 5 - Final decision

For SDP Reviews:

- A final decision will be made and communicated within 5 business days after the meeting with Departmental Leadership. The PC will document all decisions and outcomes.
- At this point the Comment Resolution Process is complete. The DPO's Director of the Site Design and Neighborhood Development, or designee, shall create a tracking spreadsheet to document the issues and decisions escalated to Departmental Leadership, and shall be responsible for updating it each month with any decisions that are escalated to share with regulatory staff to flag areas of consistent conflict for future regulatory changes.

For Facility Reviews:

- If the applicant takes the comment(s) of concern all the way to executive leadership, their decision on the comment(s) provided in 5 business days and will be final. The applicant will take the appropriate action determined by executive leadership.

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