



License # 287866



HAGUE ACCREDITED

1113 South Boulevard, Oak Park, Illinois 60302
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CLIENT GRIEVANCE/COMPLAINT POLICY AND PROCEDURE

POLICY – IT IS ADOPTION-LINK’S GOAL TO PROVIDE THE HIGHEST QUALITY SERVICE. AGENCY STAFF WILL BE GLAD TO DISCUSS WITH YOU ANY QUESTIONS OR CONCERNS YOU MAY HAVE. ADOPTION-LINK IS COMMITTED TO UPHOLDING THE STANDARDS OF THE STATE OF ILLINOIS DEPARTMENT OF CHILDREN AND FAMILY SERVICES, HAGUE CONVENTION AND INTER-COUNTRY ADOPTION ACT. IF, IN OUR WORKING TOGETHER, A PROBLEM ARISES, AGENCY STAFF WANTS TO RESOLVE THE ISSUE IN A TIMELY MANNER. THE AGENCY SHALL INITIATE AN INVESTIGATION OF WRITTEN COMPLAINTS RECEIVED **WITHIN TWO BUSINESS DAYS**. CLIENTS WITH SPECIAL NEEDS WHO REQUEST OR NEED ASSISTANCE TO PUT THEIR COMPLAINT INTO WRITING SHALL BE PROVIDED WITH ASSISTANCE BY AN AGENCY STAFF PERSON. THE FOLLOWING GRIEVANCE PROCEDURES HAVE BEEN ESTABLISHED TO HELP ADDRESS YOUR CONCERNS WHEN THEY ARE NOT RESOLVED BETWEEN YOU AND AN ADOPTION-LINK STAFF MEMBER. IT IS THE INTENT OF ADOPTION-LINK THAT A GRIEVANCE SHOULD **BE FINALIZED WITHIN 10 BUSINESS DAYS** AFTER COMPLAINTS ARE RECEIVED. THE AGENCY SHALL MAINTAIN WRITTEN DOCUMENTATION OF ALL COMPLAINTS RECEIVED. A COMPLAINT MAY BE REGISTERED AGAINST THE AGENCY AT ANY TIME. IT SHOULD BE CLEARLY UNDERSTOOD THAT THE SUBMISSION OF COMPLAINTS IS ENCOURAGED AND THAT NO PERSON WILL BE DISCRIMINATED OR RETALIATED AGAINST FOR TAKING THIS ACTION.

PROCEDURE

1. If the problem cannot be resolved with agency staff, you must put your grievance and request to meet, in writing. This request must be submitted to the Executive Director of the agency, Margaret Fleming, who is the designated person to accept and coordinate complaints. Written complaints should be mailed to Adoption-Link’s office at 1113 South Blvd., Oak Park, IL 60302. The Executive Director will respond by the **next business day**. A meeting will be scheduled as soon as possible to discuss the matter with you for the purpose of resolving the grievance. Resolution of complaints and grievances is strongly encouraged in a timely manner.
2. If there is no resolution of the grievance with the Executive Director, you may appeal the matter to the Chairman of the Board of Directors of Adoption-Link at the office address. Within **one business day** of the meeting with the Executive Director, your written statement outlining your grievance should be submitted to the Board of Directors. The Board of Directors will make its recommendations in writing to the Executive Director and to the client. The decision of the Board will be final and you will be informed in writing of that final decision **within two business days** of the full Board’s decision after its hearing.
3. The Executive Director will review outcomes from all client grievances and findings will be integrated into the continuous quality improvement process. The Board may, at its discretion, request that the Executive Director institute tactical short-term solutions or address long-range plans should the grievance be indicative of noted and/or growing trends or patterns.

4. After the Board's decision has been rendered and delivered to you, an appeal is considered adjudicated if no further written communication comes from you within two business days. If the grievance is not resolved to your satisfaction within the agency or with the Board of Directors, you then have the right to contact the Illinois Department of Children and Family Services (DCFS) and follow its procedures for grievances pursuant to Illinois law. The website for DCFS is: www.state.il.us/dcfs. The telephone number of the Adoption Complaint Hotline at DCFS is: 866-730-5710.
5. All complaints shall be reported to the DCFS Licensing Representative within **10 business days** after they are received. The resolution shall be sent, in writing, to the complaining party and the agency's DCFS licensing representative. If extenuating circumstances exist which require additional time for resolution, an interim report shall still be provided to the complaining party and to DCFS at the 10 day point, with a final report at the conclusion of the investigation. The interim report shall include the reason for the delay and an estimated date of completion of the investigation and response. The interim report to DCFS shall include a copy of the written complaint. Resolutions of all complaints will also be reported to the agency Board of Directors at their next meeting. Resolutions that are reported to the Board shall include copies of the written complaint and the agency's written response. The reports of complaint resolutions that are made to the Board shall be reflected in the minutes of the meeting.
6. Unresolved complaints may also be registered with the Hague Complaint Registry at <http://adoptionusca.state.gov/HCRWeb/WelcomeForm.aspx>.
7. The business hours for Adoption-Link are 9:00 – 4:30.

**I HAVE READ AND UNDERSTAND THE CLIENT GRIEVANCE/COMPALINT POLICY
AND PROCEDURE STATEMENT.**

Parent's Signature _____
Date _____

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Date _____