



THE CENTER FOR YOUTH AND FAMILY SOLUTIONS ADOPTION GRIEVANCE POLICY AND PROCEDURES

Any adoptive parent of The Center for Youth and Family Solutions Adoption Program has the right to quality adoptive services that are provided in a humane and dignified atmosphere. In most situations, when concerns, misunderstandings, or disagreements arise, the issue can be clarified and resolved by discussing it with the involved staff member or supervisor. However, if the adoptive parent feels the situation has not been resolved successfully, they have the right to file a formal grievance by using the following procedure:

- a. The adoptive parent states their grievance in writing to the immediate supervisor of the adoption program. Within 2 business days from receipt of the written grievance, the supervisor will contact the adoptive parent to schedule a meeting (within ten (10) working days) involving the adoptive parent and other relevant parties to resolve the matter.

Following this meeting, a written summary of the issues and resolution will be mailed to the adoptive parent.

- b. If the adoptive parent is not satisfied with the resolution, they have the right to request the grievance be reviewed at the next level of The Center for Youth and Family Solutions adoption team, the adoption coordinator. The adoptive parent must contact the next level of management, the adoption coordinator in writing, within 14 days of the date of the summary, and state any remaining disagreements they would like reviewed.

Upon receipt of the written grievance, the adoption coordinator will become the grievance facilitator and the steps outlined under (a) and (b) above will be repeated.

- c. If the grievance is not resolved with the adoption coordinator, the adoptive parent may contact the adoption program director who reports to The Center for Youth and Family Solutions executive team. The adoption program director will be the grievance facilitator and will contact the adoptive parent to facilitate a meeting within ten (10) working days. Following the meeting, within the next five (5) working days, the program director will formulate the resolution and inform the adoptive parent of the decision in writing.
- d. If the adoptive parent disagrees with the above decision, they can appeal to the Executive Director of the agency in writing within five (5) working days of the date of the letter informing you the decision. The final decision rests with the Executive Director or designee and shall be considered the Agency's resolution to the grievance. The adoptive parent will be informed of the final decision in writing.

Written documentation of the complaint is provided to the director by the coordinator. The director tracks all complaints and also informed the CYFS CQI director. The CQI director tracks the grievances and outcomes for the adoption program. These are reviewed monthly by the adoption director, coordinator and supervisor.

All grievances are forwarded to the DCFS within 10 business days of the initial complaint and within 10 days from the outcome of the grievance.

Any retaliation against the adoptive parent filing the grievance is prohibited.

Birth parent decision to discontinue the adoptive plan prior to the adoptive placement, anything that is court ordered or removal of a child who is at imminent risk of harm are not appealable.

