
COUNSELING & FAMILY SERVICES

**Counseling & Family Services
Adoption Program and Single Expectant Parent Program
Complaint Policy and Procedure
Agency License Number 004985**

What is a complaint?

A complaint is a formal, written report about any particular issue thought to be unfair, offensive or in violation of the Clients Rights or Adoptive Parent and Birthparent Rights and Responsibilities for adoption and birthparent counseling. By filing a complaint there is an expectation of a timely, fair and collaborative resolution. Adoptive parents and birthparents have the right to file a complaint at any time without fear of retaliation.

It is important to remember that this process does not replace any court or legal appeal process. A client has the right to contact the Department's toll-free adoption information and complaint registry number at 1-800-252-2873.

Counseling & Family Services Complaint Policy and Procedure

Counseling & Family Services recognizes that, at times, differences of opinion or disagreements will occur between adoption staff and agency adoptive parents and birthparents. While it is expected that open, direct communications will resolve most concerns, the following process will be initiated to address concerns that have not been resolved through routine means. A decision of all complaints will be sought in a timely manner.

Agency Complaint Policy and Procedure Process:

1. Adoptive parent(s) or birthparent(s) will discuss their concerns(s) about specific staff person first with that staff member and, if unsuccessful, with the staff person's supervisor. If after contacting the supervisor, the issue has not been successfully resolved and a plan developed for resolution, a formal complaint may be filed by putting the matter into writing and submitting it to the Child Welfare Director and a copy to the Executive Director.
2. In all cases, the Child Welfare Director will discuss, either by phone or in person, the concern(s) of all interested parties in order to resolve the complaint. The Child Welfare Director will also notify the Executive Director of any complaint brought to his or her attention through this process. In addition, no harassment or retaliation toward the adoptive parent or birthparent will be tolerated before, during, or following the complaint process. Further, the complaint process shall not preclude the adoptive parent or birthparent from utilizing all other methods

available to them, when appropriate, including mediation or appeal, if they are not satisfied with the decision rendered by the agency.

3. Counseling & Family Services shall initiate an investigation within 2 business days of receipt of a complaint.
4. The agency shall maintain written documentation of all written complaints received by the agency.
5. The agency shall report the outcome of the investigation, in writing, to the DCFS Licensing Representative within 10 business days after a complaint is received.
6. The agency shall report resolutions of all complaints to the Board of Directors at its next meeting and be reflected in the Board's minutes.
7. Receipt of a copy of the agency's policy shall be signed and dated by the client and witnessed, and a copy maintained in the client's file.

Counseling & Family Services complaint policy and procedure are filed with the Department's regional licensing office. The agency's policy and procedures shall be provided in writing to its prospective clients, including biological parents, adoptive parents and adoptees that is has served, at the earliest time possible, and in the case of biological and adoptive parents, prior to placement or prior to entering into any written contract with the clients.

Counseling & Family Services maintains a website where it posts the prescribed complaint procedures and its license number (004985) as well as the statewide toll-free adoption agency information and complaint registry telephone number (1-800-252-2873) on its website.