

ADA S. MCKINLEY DIVISION OF FOSTER CARE & ADOPTION SERVICES

AGENCY COMPLAINT POLICY and PROCEDURE

- Ada S. McKinley Foster Care will provide in writing and post on its website, the agency's complaint policy to biological parents, adoptive parents and adoptees.
- Ada S. McKinley Foster Care will ensure the complaint policy is signed, dated and witnessed by all interested parties and placed in the clients' record. The policy will be provided in the client's preferred language.
- All complaints shall be presented in writing.
- Ada S. McKinley Division of Foster Care & Adoption Services Quality Assurance Supervisor will accept and coordinate the handling of complaints for its division.
- Ada S. McKinley Foster Care will initiate an investigation of written complaints within two (2) business days of receipt. Assistance will be provided to clients with special needs who request or need assistance documenting their complaint.
- All complaints will be reviewed by an Agency Review Team composed of the following: Division Director, Supervisor, Manager, Licensing Coordinator, Director of Quality Assurance and Executive Office staff representative.
- Ada S. McKinley Foster Care Division Director or Executive Director will respond to all complaints within five (5) business days of receipt.
- Complainants and their designated parties will receive invitation to an in-person review within seven (7) business days.
- The Agency will provide a written response to all complainants within three (3) business days of the in-person meeting. This response will include any agreements or resolutions made as a result of the complaint review.
- The Agency will finalize the complaint investigations within ten (10) business days after a complaint is received.
- If the Agency is unable to resolve the complaint within ten (10) business days due to extenuating circumstances, an *interim* report will be sent to the complaining party and to DCFS licensing representative at the conclusion of the 10-day period. This report will state the reason for the delay and the estimated date of completion of the investigation and final response. The copy of the interim report will be sent to DCFS licensing representative and will include a copy of the written complaint.

The complainant and DCFS licensing representative will receive the final report within three (3) business days after the conclusion of the investigation.

- The Agency will not retaliate against a complainant.
- All complaints, agency written responses, resolutions or agreements will be forwarded to DCFS Licensing.
- The Agency will maintain, on file, written documentation of all complaints and dispositions for a period of five (5) years.
- A copy of each complaint and the Agency's written response will be presented to the Director of Quality Assurance, Director of Human Resources, Executive Director. Additionally, the Agency's Standards and Compliance Committee will present each complaint to the Agency's Board of Directors at its next meeting. Each complaint and resolution reviewed by the Board of Directors will be reflected in the minutes of the meetings.
- The Agency's License Number is 001092-10

The phone number for the Adoption Agency Information and Compliant Registry is **866-730-5110**.