

Chaddock Child and Family Center
Agency Complaint Policy and Procedure for Adoption Related Services

Policy Statement: It is the policy of Chaddock that clients have the right, and will be provided with the opportunity, to file a grievance after making a service related complaint which has not been resolved.

Purpose: To establish a written process in addressing client grievances. A client has the right to file a grievance without the threat of retaliation. Services shall not be denied, reduced, suspended or terminated for any client exercising their rights. This process is to be used by clients grieving alleged violations of their adoptive parent rights or birth parent rights that are not covered by an already existing appeal policy. E.g., it cannot be used to address issues that are covered by the service appeal process, the appeal process for indicated cases of child abuse and neglect, the process for appealing licensing investigation findings or license revocations, etc. At the time of placement/service delivery, the client will sign the Chaddock Child and Family Center Agency Complaint Policy and Procedure for Adoption Related Services, to acknowledge the receipt of and understanding of the grievance process. The signed original shall become part of the client's file. Copies will be provided to the client and to the parent/guardian upon request.

Procedure: In the event of a disagreement, the following procedure has been established to secure resolution in a timely and responsible manner:

1. A client will discuss with their caseworker any concerns or questions they may have;
2. If further discussion is desired, a client will contact:
Kim Wheelock, Chaddock Adoption Coordinator, 217-222-0034, ext. 464
Amber McGinnis, Supervisor of Foster Care, 217-222-0034, ext. 465
Kathy Nelson, Foster Care Manager, 217-222-0034, ext. 454
3. The client will receive the Chaddock Child and Family Center Agency Complaint Policy and Procedure for Adoption Related Services form and the Client Grievance Report (see attached) and will be provided assistance in filling out the report by the Case Worker or Designee.
4. All Client Grievance Reports are submitted to:
Dr. Denee Jordan
Director of Prevention and Intervention
Chaddock
2325 Elm
Quincy, Illinois 62301
217-222-0034, ext. 451
5. The Director of Prevention and Intervention will respond to all written grievances no later than two business days.
6. At each level of grievance, the client will always receive a response in writing from the appropriate staff person regarding the grievance and the resolution of the grievance. A copy is filed in the client's case record.
7. If the client finds the response unacceptable, the client has the right to continue the appeal process to the highest level possible in the agency: i.e. Debbie Reed – President and Grievance Committee of the Board of Directors.
8. Should the client and/or parent/guardian continue to feel the grievance has not been reasonably resolved, he/she can contact the following:

Equip for Equality, Inc.
427 East Monroe
P.O. Box 276
Springfield, IL 62705
1-800-758-0464

Guardianship and Advocacy Commission
421 East Capital Street, Suite 205
Springfield, IL 62706
217-785-1540

Chaddock will maintain written documentation of all complaints received;

Chaddock will report, in writing, to the DCFS Licensing Representative within 10 business days after complaints are received and their resolution, if any;

Chaddock report resolutions of all complaints to the agency Board of Directors at their next meeting or at an earlier date to the appropriate committee of the board.

Acknowledgement of Receipt

I hereby acknowledge that I have read and understand the Agency Complaint Policy and Procedure for Adoption Related Services, and am in receipt of a copy of the same.

**Chaddock Child and Family Center
Client Grievance Form**

Client Name: _____

Date of Grievance: _____

Staff Member on Which Grievance is Filed

I. Nature of Grievance/Complaint: _____

II. Statement of Grievance Resolution: _____

Signature of Person Completing Report

Date

Relationship to Client

Signature of Client

Date