



**CHADDOCK FOSTER PARENT GRIEVANCE PROCEDURE**

**Chaddock’s Mission Statement:**

“Chaddock’s Mission is to strengthen children and families through innovative trauma and attachment-based services”. We believe all children and families should be treated with dignity, respect, compassion and cultural competence. In partnership with families, we strive to ensure children achieve permanency in their best interest as soon as possible. To accomplish this, the management structure must be used by contacting Chaddock at 217-592-0450 and requesting to speak to the person listed below. If the management structure is followed as stated below, the foster parent will have a response within 3 business days.

**Management Structure**

- 1. Child Welfare Specialist/Supervisor- First talk with the assigned Child Welfare Specialist or their supervisor about any questions or concerns you might have.
- 2. Licensing Manager- If further discussion is desired, or in the event questions or concerns are not resolved by talking with Child Welfare Specialist/Supervisor, contact the Licensing manager
- 3. Compliance Manager for Foster and Adoption Services- If the conflict is not resolved by speaking with the Licensing Manager, the Compliance Manager of Foster and Adoption Services should be contacted.
- 4. Director of Foster and Adoption Services- If the conflict is not resolved by speaking with the Compliance Manager, the Director of Foster and Adoption Services should be contacted.

When the management structure does not work, a grievance is the next option foster parents use.

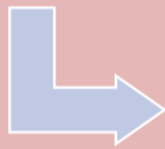
### **What is a Grievance?**

A grievance is a formal, written complaint about any particular issue thought to be unfair, offensive, or in violation of the Foster Parent Rights and Responsibilities in the Chaddock Foster Parent Law Implementation Plan. When filing a grievance, there is an expectation of a timely, fair and collaborative resolution. Foster Parents have the right to file a grievance at any time without fear of retaliation. The process outlined below is open to all licensed foster/adoptive parents or unlicensed relative caretakers caring for foster children affiliated through Chaddock.

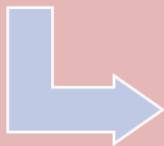
### **How Do I Resolve My Grievance?**

Complete the Foster Parent Grievance Form, making sure you include details and supportive information (use additional paper if necessary). List the management structures you have used. Issues being grieved must have occurred within 90 days of the grievance being filed. **Send your grievances to the Compliance Manager of Foster and Adoption Services at 921 North 24<sup>th</sup> Street, Quincy, IL 62301.**

Step 1. The Compliance Manager will contact you within 7 days to schedule a meeting for the purpose of resolving the grievance. The meeting shall take place within 30 days of being contacted by the Compliance Manager.



Step 2. If the grievance cannot be resolved satisfactorily during the meeting, a panel will be convened consisting of a Child Welfare Specialist and Supervisor, a Licensing Manager, none who are directly involved with the foster parents, and two current active foster parents \* having no prior knowledge of the incident or the alleged violator of the foster parent's rights. The grieving foster parent may also bring supports of their choosing. This panel will meet "in person" unless it is more convenient for the grieving foster parent to speak to the panel by teleconference. If no immediate decision can be reached, a decision will be made by the panel within 3 days.



Step 3. The Director of Foster and Adoption Services will review all resolutions before sending to the grieving foster parents.

Should the licensed foster/adoptive parents or unlicensed relative caretakers continue to feel the grievance has not been reasonably resolved, he/she can contact the following:

Advocacy Office for Children and Families  
1-(800) 232-3798 (toll-free)

**It is important to remember that this grievance process does not replace any court, legal, or DCFS administrative appeal procedures.**

**I hereby acknowledge that I have read and understand the Foster Parent Grievance Process, and am in receipt of a copy of the same.**

\_\_\_\_\_  
**Foster Parent**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Chaddock Staff Signature**

\_\_\_\_\_  
**Date**

\*If the foster parent filing a grievance is a relative foster parent, then relative foster parents will be on the panel, if the foster parent filing a grievance is a traditional foster parent, then traditional foster parents will be on the panel. The foster parents will be selected randomly for the panel. The foster parents on the panel will be required to sign a notice of confidentiality prior to participating on the panel.

**Foster Parent Grievance Form**

**Foster Parent Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Best time to call Foster Parent:** \_\_\_\_\_

**Case Name (if applicable):** \_\_\_\_\_

**The Nature of the Grievance:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Attempts to resolve the issue, "the management structure" followed, and list the outcome:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
**Foster Parent**

\_\_\_\_\_  
**Date**