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CLIENT GRIEVANCES

If any adoptive parent, adoptive child, birthparent, foster parent, foster child, counselee or other client strongly disagrees or protests the professional practice of any direct service staff, the client may follow these procedures to lodge his or her grievance in writing.

1. Inform the staff member in writing of his or her grievance and request a reconsideration of the action in question. Upon being informed of such a grievance, the staff member shall give the client a prompt full oral or written explanation for his or her actions no later than 2 business days. The staff member shall either reconsider and change his or her position or explain his or her position to the client.
2. If the client is not satisfied by the explanation of the staff member, he or she may request a hearing with the staff member responsible for supervision of the service program with which the client is displeased. This supervisor will then address the complaint. This supervisor will meet the client and the staff member to hear the facts of the incident from both parties. The supervisor shall give a prompt opinion of his or her recommendation in writing no later than 2 business days after the hearing.
3. If this hearing still does not satisfy the client, then he or she shall have no further recourse with the agency and may seek a hearing before the appropriate legal authorities.

CHRISTIAN FAMILY SERVICES, INC. PROCEDURES

1. Christian Family Services, Inc. shall provide a prompt response time to all written complaints no later than two business days.
2. Christian Family Services, Inc. shall maintain written documentation of all complaints received at the agency.
3. Christian Family Services, Inc. shall report to the Illinois Department of Children and Family Services licensing office or licensing representative or the Missouri Children's Division licensing office or licensing representative within 10 business days after complaints are received and their resolution, if any.
4. Christian Family Services, Inc. prohibits any retaliation against the person making the complaint.
5. Christian Family Services, Inc. designates its Supervisor of Social Services to address all complaints pertaining to child welfare services.

6 Christian Family Services, Inc. shall report all resolutions of all complaints to agency board of directors at their next meeting or at an earlier date to the appropriate committee.

7. In Illinois, Christian Family Services, Inc. shall make available to any client lodging a complaint against the agency the Illinois Department of Children and Family Services adoption agency information and complaint registry toll-free telephone number (800) 252-2873.