

Catholic Charities, Diocese of Joliet Administrative Policy

Policy Title: Adoption Complaint Policy

Policy Number: CS 2.12

Date: February 6, 2006

Date Approved: February 10, 2006

Purpose: Catholic Charities, Diocese of Joliet (Catholic Charities) seeks to empower all clients to advocate on their own behalf. Any birth parent, prospective adoptive parent, adoptive parent, or adoptee may lodge a complaint with the agency regarding any of the services or activities of the agency. For those involved in International Adoptions the complain may include the agency's use of supervised providers or any activity which he or she believes raises an issue of compliance with Hague Convention or International Adoption Act standards and requirements.

Policy: The Adoption Program will provide a copy of the Adoption Complaint Policy to all persons involved in the adoption service: biological parents, adoptive parents, and the adoptees. Biological and adoptive parents will receive their copies of the policy before the placement of the child occurs and prior to entering into any written contract. (A copy of the policy and the Adoption Compliant Process is included as an appendix to this policy.) Catholic Charities shall maintain a written document verifying the receipt of this policy by the persons mentioned above. This document must be signed and dated by the client and witnessed. It will be maintained in the client's file.

Persons who have a complaint with the Adoption Services that have been provided by Catholic Charities, Diocese of Joliet shall inform the agency about their concern in writing. All complaints shall be addressed to the Director of Children's Services. Catholic Charities will acknowledge the receipt of the complaint within two working days of the arrival of the written document. Catholic Charities will notify the DCFS Licensure Representative about the receipt of the written complaint within 10 days and will subsequently notify the Department representative about the resolution of the complaint.

The Director of Programs and the Executive Director of Catholic Charities will be notified when an Adoption Complaint has been received. The Executive Director will inform the members of Corporate Board of Directors of the receipt of the Adoption Complaint at their next scheduled meeting. Once a final resolution of an Adoption Complaint has been reached, the Executive Director will notify the Corporate Board of Directors at their next scheduled meeting.

To keep the community informed, Catholic Charities, Diocese of Joliet will post the following information on our website:

1. The Adoption Complaint Policy
2. Catholic Charities, Diocese of Joliet license number
3. The toll-free, statewide adoption agency information telephone number (AICI)
4. The State of Illinois Adoption Complaint Registry (1-800-252-2873)



Appendix A
Adoption Grievance Procedure

As a biological parent, prospective adoptive parent or child that is part of the adoptive process through Catholic Charities, Diocese of Joliet, you have the right to file a grievance at any time during the adoption procedure if you feel that you have not received adequate services or feel the agency has failed resolve your concerns during the adoption process or after the adoption process.

Any party to an adoption is encouraged to initially address any complaints or appeals with the staff member you are primarily working with regarding the adoption. If you cannot reach a satisfactory agreement with your primary worker or another member of the Adoption staff, you may:

Step 1

Send a written complaint to the Director of Children's Services that briefly states your complaint and the efforts that have been made to find a resolution to this problem.

Step 2

Catholic Charities will acknowledge the receipt of your written material within 2 working days of the receipt of your letter and will notify the IDCFS Licensing Representative within 10 working days regarding the receipt of the complaint.

Step 3

The Director of Children's Services, or a covering administrator, will initiate an investigation of the compliant allegations by securing information from agency staff, agency administrators, the agency attorney and all necessary collateral sources to make a determination about the complaint. The investigation will be expedited and the person making the complaint will be informed at regular intervals of the status of the complaint. An in-person meeting with the complainant will almost always be a part of this investigation.

Step 4

A written response giving the results of the investigation and the Director of Children's decision regarding Children's Services response to the complaint will be sent to the complainant as rapidly as possible. If you are still unsatisfied with the Director of Children's Services decision, you may arrange a meeting with the Director of Programs by calling (815) 723-3405, ext. 103.

Step 5

The Director of Programs has 10 working days to address the complaint, gather information, possibly ask staff to attend an informational meeting and issue a written response to you. If you are still unsatisfied you can arrange to discuss your complaint with the agency Executive Director.

Step 6

The Executive Director has 10 working days to investigate and respond, in writing, to your complaint. The decision of the Executive Director is final and no other agency appeals will be offered to you.

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I have received a copy of the Catholic Charities, Diocese of Joliet, Adoption Grievance Procedure.

Name: _____

Date:

Witness: _____

Date:
