



LAWRENCE HALL YOUTH SERVICES

(Including Bartelme Homes and Services)

SPECIAL EDUCATION, VOCATIONAL, RESIDENTIAL TREATMENT, FOSTER CARE, AND SUPERVISED
INDEPENDENT LIVING PROGRAMS

4833 NORTH FRANCISCO AVENUE - CHICAGO, ILLINOIS 60625 - 773-769-3500

PROCEDURE NAME: <u>Complaint procedures- Adoption Services</u>	EFFECTIVE DATE: <u>January 1, 2006</u>
DEPARTMENT: <u>Foster Care</u>	REVISION DATES: <u>May 9, 2007</u>

PURPOSE:

All child welfare agencies providing adoption services are required by the Illinois Department of Children and Family Services (DCFS) to establish written complaint policies.

It is Lawrence Hall Youth Services' policy to comply with the complaint procedures detailed in DCFS Rules Section 401.595. This procedure shall be filed with DCFS, provided in writing to prospective clients, including biological parents, adoptive parents, and adoptees that the agency has served, at the earliest time possible, and, in the case of biological and adoptive parents, prior to placement or prior to entering into any written contract with the clients.

PROCEDURE:

These procedures shall be provided in writing to the agency's prospective clients, including biological parents, adoptive parents, and adoptees served at the earliest time possible, and in the case of biological and adoptive parents, prior to placement or prior to entering into any written contract with the clients. Receipt of a copy of the agency's policy and procedure shall be signed and dated by the client and witnessed, and a copy shall be maintained in the client's file.

1. Lawrence Hall Youth Services staff will take steps to informally resolve all complaints and/ or grievances via caseworker and supervisor meeting and/or staffing with the client (biological or adoptive parent, or child).
2. Formal complaints must be made in writing and signed either in person at the Lawrence Hall Youth Services office at 65 E. Wacker Place #700, Chicago, IL 60601 or by mail to the attention of the Vice President of Foster Care. The complaint should describe the nature and source of the perceived problem including names and addresses of any other person or persons whom the client would like to have present at a scheduled meeting.
3. Lawrence Hall Youth Services shall initiate an investigation of complaints received within two business days.
4. The Vice President of Foster Care is responsible for accepting and addressing all complaints/grievances regarding adoption related services. The Executive Vice President of Programs will address such complaints in the absence of the Vice President of Foster Care or in the event of a potential conflict of interest.

5. Clients shall be permitted to present grievances and to appeal adverse decisions to the Executive Vice President of Programs and/or the Chief Executive Officer. The Chief Executive Officer's decision on the grievance shall constitute a final administrative decision.
6. Lawrence Hall Youth Services shall maintain written documentation of all formal complaints received by the agency as well as staffing notes and decisions in a separate file.
7. Lawrence Hall Youth Services will finalize the investigation within 10 business days after complaints are received. The resolution/decision will be sent in writing to the complainant and the DCFS regional licensing office or representative. If extenuating circumstances exist which require additional time for resolution, an interim report shall be provided to the complaining party and to DCFS Licensing at the 10-day point, with a final report at the conclusion of the investigation. The interim report shall include the reason for delay and estimated date of completion of the investigation and response. The interim report to DCFS will include a copy of the written complaint. The resolution shall not exceed 30 days in length. While there is no appeal process for the resolution/decision, the complainant may have appeal rights under the DCFS service appeal process.
8. Any retaliation by staff against the person making the complaint is strictly prohibited and may result in immediate dismissal.
9. Final disposition and resolution of all complaints shall be reported to the agency Board of Trustees at its next meeting and discussion shall be documented in the meeting minutes.
10. Lawrence Hall Youth Services shall ensure that this procedure and any applicable forms are made available and are accessible to prospective clients, biological parents, adoptive parents, and adoptees at the site location as well as via the Lawrence Hall Youth Services website (www.lawrencehall.org) to include the agency's license number, the statewide toll free adoption agency information and complaint registry telephone number.

I have reviewed and understand the procedure as outlined above.

Printed Name

Signature

Date

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