



Lawrence HallSM

Serving Children, Families and Communities Since 1865

Foster Parent Law Grievance Procedures

If a Foster Parent or Foster Parents experiences problems with any part of the Lawrence Hall Foster Parent Law Implementation Plan or feel that staff or other foster parents are in violation of any provisions of the plan, they may file a grievance. This grievance process is to be used by foster parents only for grieving alleged violations of the Foster Parent Law that are not covered by an already existing grievance or appeal process. 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/neglect, the process for appealing license investigation findings or license revocations, etc.

Grievances are to be directed to:

Director of Quality Improvement
Lawrence Hall Youth Services
4833 N. Francisco
Chicago, IL 60625
Phone: 773-769-3500
Fax: 312.346.6547

Grievances must be filed in writing. Foster Parents can complete the grievance form themselves, or request help from agency staff or another Foster Parent. All questions must be answered. Forms may be mailed, faxed, or brought into the office. A copy of the form can be obtained at the program office, downloaded from www.lawrencehall.org in the Foster Care section, or mailed or e-mailed as requested by calling 773-769-3500.

The Vice President of Foster Care will call the Foster Parent and notify the Chief Executive Officer (CEO) within 48 hours of receipt of the grievance.

If the grievance cannot be resolved in the initial telephone contact the Vice President of Foster Care will schedule an in person meeting with all parties involved within 5 working days.

If no agreement can be reached during the first meeting, the Vice President of Foster Care will schedule a meeting with the Lawrence Hall Youth Services CEO and all parties involved within five (5) working days from the original meeting.

At whichever point an agreement is reached, decisions on the grievance shall be put in writing and mailed to all parties involved within five (5) working days to close out the grievance.

If Foster Parents are dissatisfied with the handling or outcome of the grievance process, contact should be made to:

DCFS Advocacy Office
800-232-3798

All grievances and decisions from the calendar year will be reported to the Statewide Foster Parent Advisory Council and discussed with Foster Parents and staff during the next year's review of the Foster Parent Law Implementation Plan.

All grievances and decisions are also reported to the Lawrence Hall Board Program Committee.



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Signature Page

I have been given a copy of the Lawrence Hall Appeal/Grievance Policy. I have reviewed and understand this policy. I also understand that my Lawrence Hall worker is available to answer any questions that I may have regarding this policy.

Signature

Date

Signature

Date

Signature

Date

Signature

Date

Lawrence Hall Staff Member

Date