

GATEWAY WOODS

Family Services Illinois

Grievance Policy and Procedure

In the event that you have a complaint regarding the adoption services offered by Gateway Woods Family Services Illinois, we will make every effort to work towards a mutual solution. Initially, complaints should be discussed with the primary worker or the Adoption Manager. If you cannot reach a satisfactory agreement with the primary worker or the Adoption Manager or if you have a complaint about the services or activities of the agency or person that you believe raises an issue of compliance with federal or state regulations or any other dissatisfaction, you may submit a written signed and dated complaint to the agency Executive Director at 923 Detroit Court Suite 3, Morton, IL 61550. The written complaint may be submitted at anytime. The written complaint should describe the situation in detail and in chronological order and include any initial responses to the complaint from the primary worker or Adoption Manager. If you need assistance putting the complaint/grievance into writing, a Gateway Woods Family Services Illinois staff person can assist you. All complaints are reviewed and responded to within 30 days of receipt, and Gateway Woods Family Services Illinois provides expedited review of such complaints that are time-sensitive, that involve allegations of fraud, or allegations of violation of licensing standards.

Any complaints alleging violations of licensing standards will be reported immediately to the DCFS licensing representative or licensing supervisor by the Executive Director. The Executive Director will initiate an investigation of the complaints received within 2 business days. Gateway Woods Family Services Illinois shall report the outcome of the complaint investigation, in writing, to the Department's regional licensing office or the DCFS licensing representative within 10 business days after the complaint is received. The Executive Director will also give a written response to the complainant within 10 business days. If the agency cannot resolve the complaint within 10 days due to extenuating circumstances, an interim report shall be sent to the complaining party and to the licensing representative at the conclusion of the 10-day period. The interim report shall state the reason for the delay and an estimated date of completion of the investigation and the final responses. The copy of the interim report shall include a copy of the written complaint. A final report shall be sent to the complaining party and the DCFS licensing representative within 3 days after the conclusion of the investigation. The investigation will be expedited if it is time-sensitive or if it involves allegations of fraud. Expedited complaints will be investigated, and a written response will be given to the complainant by the Executive Director within five (5) business days or sooner. If the complaint is not resolved to the satisfaction of the complainant, it will be presented to the board of directors of Gateway Woods Family Services Illinois at the next scheduled board meeting or to the Illinois Committee within 5 business days at an ad hoc meeting or conference call, if it is an expedited complaint. The board of directors will send a written response to you.

Complaints regarding Gateway Woods Family Services Illinois can also be reported to the State Central Register at 1-800-252-2873. Families adopting internationally may also report complaints to The U.S Department of State Hague Complaint Registry at: http://adoption.state.gov/hague_convention/agency_accreditation/complaints.php

Gateway Woods Family Services Illinois will not take action to discourage an individual or family from, or retaliate against an individual or family for making a complaint, expressing a grievance or opinion, providing information to an accrediting entity about the agency's performance, or questioning the conduct of the agency or staff. Families or individuals working with Gateway Woods Family Services Illinois also have an opportunity to express their opinions of Gateway Woods Family Services Illinois through adoption satisfaction surveys given to each adoptive family after the completion of the adoptive home study and final post placement report, in order to provide quality improvement.

I have received a copy of the Gateway Woods Family Service Illinois Grievance Policy and Procedure.

Client Name _____

Date _____

Client Name _____

Date _____

Witness _____

Date _____