



GRIEVANCES, APPEALS, COMPLAINTS, AND CONCERNS POLICIES AND PROCEDURES

Alliance For Children aims to provide high quality services. If there are any concerns about programs or services, we ask that families contact this office to discuss them. It is our hope and intention to resolve any problems that may come up. The agency permits any birth parent, prospective adoptive parent or adoptive parent, or adoptee to lodge a complaint about any of the services or activities of the agency (including its use of supervised providers) that he or she believes is a problem, raises an issue of compliance with the Hague Convention on Intercountry Adoption, or involves regulations in implementing the IAA.

All persons involved in the adoption process shall receive a copy of the Agency's Grievance, Appeal, Complaints, and Concerns Policies and Procedures. If a person wishes to initiate a complaint, it must be submitted to Alliance For Children's main office in writing, and be signed, and dated. A hearing date will be set within twenty-one (21) days of receipt of a complaint, and will take place within one month from the receipt of the complaint. The matter will be heard by the Executive Director and a staff member who has not been directly involved in the case in order to assure a fair and impartial hearing. A written decision shall be rendered within thirty (30) days of the hearing, and will be sent to the complainants, along with a copy of the written appeal process, in their native language. If the complainant is not satisfied with the results of the hearing, an appeal may be initiated. The appeal request must be submitted in writing, stating the grounds for the appeal, and must be submitted within twenty-one (21) days following the decision. The Agency provides for an expedited review of complaints that are time-sensitive or that involve allegations of fraud. An appeal date must take place within twenty-eight (28) days of receiving the request for an appeal. One member of the Board of Directors and two staff members (who have not worked directly with the complainant(s)) will hear the appeal. A written decision will be reached within twenty-one (21) days, and will be sent to the complainants in their native language.

Alliance For Children maintains a written record of each complaint received, along with the steps taken to investigate and respond to it. Alliance For Children does not take any action to discourage or retaliate against a client or prospective client for making a complaint, expressing a grievance, providing information in writing or interviews to an accrediting entity on the agency's or person's performance, questioning conduct or expressing an opinion about the performance of the Agency or its staff members.

A copy of the complaint and grievance procedure will be made available to all persons receiving services. A signed acknowledgment of the receipt of the complaint procedure shall be maintained in case files. The agency shall maintain written records of all decisions resulting from complaints, grievances, and appeal procedures.

Complaints against Hague-accredited agencies that are specific to Convention cases must first be submitted to the primary provider and to the agency providing adoption services. If the complaint cannot be resolved satisfactorily, complaints may be directed to:

Council on Accreditation: <http://coanet.org/>

Department of State: <https://adoptionusca.state.gov/HCRWeb/WelcomeForm.aspx>