

Aunt Martha's Youth Service Center, Inc  
Adoption Services Complaint Procedure (developed 2/06)  
Agency License 001667

**Purpose:** To provide a means for an adoptive family to report a complaint or grievance, or for an employee to report an alleged violation of a client's rights.

**Policy:** It is the policy of Aunt Martha's Youth Service Center, Inc (Aunt Martha's) to provide client's with a voice and a means of communicating to the administration if they believe their rights have been violated. The client grievance process will be used to address all adoption related complaints.

Aunt Martha's goal is to provide the highest quality and most appropriate care to all participants, who request or are referred for services. As part of this commitment to service, Aunt Martha's recognizes that the participant, legal guardian and/or family have an intrinsic interest in the type and quality of services received. If at any time the participant, legal guardian or family is dissatisfied with the care being provided to them, they are entitled to express this dissatisfaction and be involved in the resolution of this conflict.

The intent of the policy is to ensure that any grievance or complaint regarding services can be resolved satisfactorily at the earliest possible moment. Aunt Martha's complaint policy and procedures are provided in writing to prospective adoptive clients at the time of intake, which include the biological parents, adoptive parents, and an adoptee that the agency has served. 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. The Agency will maintain and post the complaint procedure and Agency license number, as well as the statewide toll-free adoption agency information and complaint registry telephone number, on its website [www.auntmarthas.org](http://www.auntmarthas.org).

**Procedure:**

1. Once a client shares a complaint with an Agency staff member, Aunt Martha's will initiate an investigation of the complaint received within two (2) business days.
2. Aunt Martha's maintains written documentation of all complaints received by the Agency on the **Client Grievance Complaint Form**, which is filed in the client's case file. A receipt of a copy of the Aunt Martha's policy and procedure is signed and dated by the client and witnessed, and a copy maintained in the client's file.
3. Aunt Martha's will report the outcome of its complaint investigation, in writing, to the Illinois Department of Children and Family Services (IDCFS) regional licensing office or the IDCFS Licensing Representative within ten (10) business days after a complaint is received.
4. Aunt Martha's prohibits any form of retaliation against a person making a complaint.
5. The Vice President is designated to accept consumer complaints.
6. The Resolution of all complaints are reported to Aunt Martha's Youth Service Center, Inc. Board of Directors at the next meeting following the filing of a Complaint.