

## Grievance Policy and Procedure

In the event that you have a complaint regarding the adoption services offered by Gateway Woods Family Services, we will make every effort made 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 P.O. Box 125, Leo, IN 46765. 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. The Executive Director will review the complaint and respond in writing to you regarding the resolution of the complaint within 30 days of receipt of the complaint. The review will be expedited by the Executive Director, if it is time-sensitive or if it involves allegations of fraud. Expedited complaints will be reviewed and a written response will be given to you by the executive director within 5 business days after receipt of the complaint or sooner. If the complaint is still not resolved, it will be presented to the board of directors of Gateway Woods Family Services at the next scheduled board meeting or to the Executive/Personnel 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 can be reported to the Indiana State Licensing Agency (Indiana Department of Child Services). 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](http://adoption.state.gov/hague_convention/agency_accreditation/complaints.php)

Gateway Woods Family Services 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 also have an opportunity to express their opinions of Gateway Woods Family Services 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 Grievance Policy and Procedure.

Client Name \_\_\_\_\_

Date \_\_\_\_\_

Client Name \_\_\_\_\_

Date \_\_\_\_\_

Witness \_\_\_\_\_

Date \_\_\_\_\_