

SHELTER, INC.
FOSTER CARE COMPLAINT POLICY

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

1. This procedure applies to the persons served in Shelter's Traditional and Home of Relative Foster Care programs.
2. Shelter will initiate an investigation of written complaints received within two business days. An agency staff person shall provide assistance to clients with special needs who request or need assistance putting their complaint/grievance into writing.
3. Shelter will maintain written documentation of all complaints.
4. Shelter will resolve each complaint within 10 days after the complaint is received by the agency.
5. Shelter will report the outcome of its complaint investigation, in writing, to the complainant and Shelter's DCFS Licensing Representative within 10 business days after complaints are received.
6. If Shelter cannot resolve the complaint within 10 business days due to extenuating circumstances, an interim report shall be sent to the complaining party and to the DCFS 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 final response. The copy of the interim report sent to the DCFS Licensing Representative shall include a copy of the written complaint. A final report shall be sent to the complaining party and DCFS Licensing Representative within 3 days after the conclusion of the investigation.
7. Any retaliation against the person making the complaint is strictly prohibited.
8. Complaints should be directed to Shelter's Associate Director, who can be contacted at 847-255-8060.
9. Resolutions of all complaints shall be reported to the Executive Director, Board of Director's Program Services Committee and the entire Board of Directors at their next meetings, respectively. Each complaint and resolution reviewed shall be reflected in the minutes of the meetings.
10. Shelter's Foster Care Complaint Procedure will be provided in writing to its prospective clients, including biological parents, adoptive parents, and adoptees that it has served, at the earliest time possible. In the case of biological and prospective adoptive parents, this procedure will be issued prior to placement or prior to entering into any written contract with the clients.
11. Receipt of a copy of the agency's procedure shall be signed and dated by the client and witnessed, and a copy shall be maintained in the client's file in the Legal Section under Miscellaneous Documents.
12. Shelter will maintain the most current version of its Agency Complaint Procedure on Shelter's website.
13. Shelter will maintain on its website its child welfare license number and the statewide toll free adoption agency information and complaint registry telephone number.