



Foster Parent Law Grievance Procedure

PURPOSE:

You have the right to make complaints and appeal decisions that affect you. Should there ever be a conflict or problem between you and a staff member, the following steps provide a guide for resolution.

NOTE:

For Foster Parents only: This complaint process is to be used for making complaints or grieving alleged violations of the *Foster Parent Law* that are not covered by an already existing grievance or appeal process. For example, it cannot be used to address issues that are covered by the service appeal process, the appeal process for indicated cases of child abuse/neglect, the process for appealing licensing investigation findings or license revocations, etc.

PROCEDURE:

1. Shelter, Inc. prohibits the use of retaliation against person(s) making a complaint or appealing a decision.
2. In all cases, the first step in resolving any conflict or problem is to talk with the staff member directly about the issue.
3. If this does not resolve the problem, contact the Foster Care Supervisor directly at 847.595.0281. The Foster Care Supervisor will contact you and the staff within two business days.
4. If this does not resolve the problem, then you are entitled to make a written complaint directly to Shelter, Inc. Foster Care Director at: **1616 North Arlington Heights Rd. Arlington Heights, IL 60004**. The Foster Care Director is the designated management level staff to accept consumer complaints. Complaints must be made in written form. Your case worker will provide you with assistance, if requested. The written complaint must be postmarked by the 15th day after talking with the Foster Care Superior.
5. Within two business days after receiving the complaint, the Foster Care Director will contact you and the staff, and will attempt to resolve the issue.
6. If you feel the complaint has not been properly resolved you may request that the Shelter, Inc. Associate Director review the complaint. This request should be directed to the Foster Care Director within two business days.
7. Shelter, Inc. Associate Director will conduct a review and make a final decision within two business days. The Associate Director's decision is final.
8. Shelter, Inc. Continuous Improvement Committee reviews all complaints on a quarterly basis to identify any patterns of complaints and conducts such reviews as to protect the person's confidentiality.

I acknowledge having reviewed this procedure and having received a copy.

Client Signature

Date

Staff/Witness Signature

Date