

Generations of Hope Complaint Policy and Procedures

Our goal is to deliver the highest quality and most appropriate services to all foster/adopted children and parents. We understand that parents are the key to improving the children's lives. If at any time a foster/adoptive parent is dissatisfied with decisions made about them or services provided to them by Generations of Hope, they are entitled to express that dissatisfaction in writing or verbally if written expression is difficult for the foster/adoptive parent.

It is expected that before any of this "formal" process is put in motion that an attempt has been made to resolve the matter with the worker providing the services in the foster/adoptive home on an informal basis. If the matter is not resolved satisfactorily, a written statement must be prepared by the foster/adoptive parent (assistance writing this statement is available upon request). The following steps must be taken:

1. Within 30 days of the occurrence, the parent should contact the caseworker. This can be verbal, but it is always best to communicate in writing (assistance is available upon request).
2. Within 24 hours of this initial contact, the caseworker will contact the parent and acknowledge that the complaint has been received. If there is no response within 24 hours (1 business day) from the caseworker, the caseworker's supervisor should be contacted.
3. The caseworker will respond in 48 hours (2 business days) with a written plan of action to resolve the issue or concern. If the caseworker does not respond in 48 hours (2 business days) the caseworker's supervisor should be contacted.
4. Generations of Hope shall maintain written documentation of all complaints received at the agency, as well as all agreed upon resolutions.
5. In one week (5 business days) a meeting will be held between the caseworker and parent(s) to discuss the plan. If necessary, a revised plan will be written if the matter is not resolved. If this meeting does not happen, then the caseworker's supervisor should be contacted. (Unless the problem is resolved and all parties agree that a meeting is not necessary.)
6. In two weeks (10 business days) if the matter is not resolved, there will be a meeting among the caseworker, the parent(s), and the Executive Director to determine what course of actions is required next.
7. The Executive Director has the final authority to address and resolve the issue between the parties.
8. Within two weeks (10 business days) after complaints are received, Generations of Hope shall report, in writing, to the Department's regional licensing office, or the DCFS Licensing Representative, the complaints as well as their resolution, if any.
9. There will be no retaliation against the person making the complaint.
10. Resolutions of all complaints shall be reported to the Generations of Hope board of directors at their next meeting.