



270 Remington Blvd, Suite D • Bolingbrook, IL 60440
630.754.4500 • www.holtsunnyridge.org

CONSUMER/CLIENT COMPLAINT POLICY AND PROCEDURE

Purpose/Introduction

It is our goal to provide you with the highest quality professional service during your contact with Holt-Sunny Ridge Children's Services. Our staff is available to discuss any questions or concerns you may have regarding the delivery of services. If, in our working together, a concern or problem arises, it is our intention to resolve the issue in a timely manner. Holt-Sunny Ridge recognizes that in some situations a concern cannot be resolved with the staff person you are working with, and in those situations, you may request an opportunity to discuss your concern or issue with the staff member's immediate supervisor.

During the first visit with your assigned worker, you will be provided with a copy of the Holt-Sunny Ridge document titled **Consumer/Client Complaint Policy and Procedure** and the name and extension number of the immediate supervisor of the staff member assigned to work with you. Early and immediate resolution of concerns and conflicts is strongly encouraged. In the event that an issue or concern is not satisfactorily resolved by the supervisor or is of such concern that you wish to file an immediate complaint, the complaint policy and procedure has been established to guide and assist you in making your concern known to Holt-Sunny Ridge and to assure a prompt response and resolution. It is the intent of Holt-Sunny Ridge to initiate an investigation within two business days of receipt of a written complaint. Complaint investigations shall be finalized within ten business days after receipt and resolution sent to the complainant.

A report of a complaint is forwarded to our Board of Directors and to the Illinois Department of Children and Family Services (Illinois residents). For international adoption service clients, complaint information is also reported to the accrediting entity and the Secretary of the Central Authority (International Adoption Act/Hague Convention).

Policy

Holt-Sunny Ridge shall establish and maintain a consumer complaint policy and procedure that insures the timely response to written client/consumer complaints. Holt-Sunny Ridge, through this policy and procedure, assures that:

- each client/consumer of service shall be provided with a written copy of the **Holt-Sunny Ridge Consumer/Client Complaint Policy and Procedure** as well as the name of the management staff designated for the client/consumer to address their complaint, at the time an adoption contract is signed;
- the agency takes no action to discourage a client or prospective client or to retaliate against a client or prospective client for making a complaint or expressing a grievance about the performance of the agency;
- without limitation there will be prompt complaint response time of no more than two (2) business days;
- written documentation of all received written complaints shall be maintained by the agency;
- all complaints and their resolution shall be reported to the Illinois Department of Children and Family Services licensing representative (Illinois residents) within 10 business days of their receipt and resolution, if any;
- for intercountry adoption services (International Adoption Act/Hague Convention) complaints, Holt-Sunny Ridge shall provide to the accrediting entity and the secretary, on a semi-annual basis, a summary of all complaints received and how the complaint was resolved;
- retaliation against any person making a complaint is strictly prohibited;
- the Illinois Branch Director shall serve as the designated member of the agency's management staff to address consumer/client complaints;

- resolution of complaints shall be routinely reviewed by the Board of Directors and
- the **Holt-Sunny Ridge Consumer/Client Complaint Policy and Procedure** shall be posted on the agency website including the agency's Illinois child welfare license number, the Illinois statewide toll-free adoption agency information number, the complaint registry phone number and the contact information pertaining to the International Adoption Act Complaint Registry.

Procedure

1. We encourage the client/consumer to discuss any matter of concern regarding the services delivered by or through Holt-Sunny Ridge as soon as possible with a staff supervisor or with the designated management staff (Illinois Branch Director) for the purpose of resolving a concern.
2. Early and immediate resolution of concerns and conflicts is strongly encouraged, and a meeting may be scheduled with the client, staff member, immediate supervisor, and the designated management staff to assist in reaching a satisfactory resolution.
3. Within two (2) business days of receipt of a written complaint, the designated member of the management staff (Illinois Branch Director) will respond.
4. In the event there is not a satisfactory resolution reached with the designated management staff (Illinois Branch Director at (630) 754-4514 or e-mail atrotter@holtsunnyridge.org); the client/consumer may appeal the matter to the President of Holt-Sunny Ridge Children's Services.
5. In the event of a continued disagreement, you may appeal to the Holt-Sunny Ridge Board of Directors. (A written statement of complaint is required from the complainant.)
6. Within five (5) business days of a written complaint registered to the Board, the Board shall convene a meeting with the President of the agency, and any other person(s) indicated by the chairperson. The complainant may be given an opportunity for an oral presentation before the Committee convened by the chair.
7. The written complaint will be reviewed. The decision of the Board of Directors will be final, and the complainant will be informed in writing of the final decision within five (5) working days of the Board's decision.
8. An appeal is considered adjudicated if no further written appeal is made by the client/consumer in a period of five (5) business days following notification of the last decision.
9. All complaints will be logged and summary notes documented in the case record of the complainant.
10. All client/consumer complaints will be reviewed by the Board of Directors on a semi-annual basis.
11. Upon request from the local licensing authority or the international accreditation body, the agency will provide information about received complaints.
12. Additional procedures regarding dissatisfaction with complaint resolution are available at:

U.S. Department of State
www.Adoption.State.Gov

Illinois Department of Children and Family Services
 Advocacy Office for Children and Families
 800-232-3798