



## **THE YOUTH CAMPUS**

### **Adoption Complaint Policy and Procedure**

**Policy:** The Youth Campus is determined to protect the rights and dignity of all persons served. Therefore, The Youth Campus has established a complaint procedure for all persons involved in foster care conversion adoption services provided by the agency.

**Scope:** This policy applies to all persons receiving services from The Youth Campus related to the adoption of minor foster children.

**Procedure:**

1. All persons served by The Youth Campus expressing dissatisfaction with the services, related to adoption, that they are receiving are encouraged to first attempt to resolve any concerns or complaints with the person(s) perceived responsible.
2. If after following step 1 above, a person determines that there has been an insufficient resolution to the concern or complaint, he or she should submit a written statement, utilizing the Adoption Services Complaint Form, to the Director of Quality Improvement. This written statement should be submitted as soon as possible, but no later than 30-days from the date of the original complaint.
3. The Director of Quality Improvement is expected to initiate an investigation and contact the person (via fax, phone, personal meeting, etc.) within two (2) working days of receipt of the written complaint.
4. The Director of Quality Improvement will review all necessary paperwork and conduct interviews of involved staff during the investigation and attempt to mediate the concern or complaint in cooperation with the relevant program director. This investigation is to be completed within five (5) working days of receipt of the written complaint.
5. The Director of Quality Improvement is then responsible for providing a written report of the findings with recommendations to both the Chief Executive Officer (CEO) and Chief Operating Officer (COO), who will review the written report and make a final decision regarding any actions required.
6. The Director of Quality Improvement shall be responsible for reporting the findings and proposed resolutions to the written complaint, whether preliminary or complete, within ten (10) business days to the complaining party and to the DCFS Regional Licensing Representative.
7. The Director of Quality Improvement shall be responsible for reporting all complaints received, as well as their resolutions, to the Agency's Board of Directors at its next meeting.
8. The Director of Quality Improvement shall maintain written documentation of all complaints.
9. The Youth Campus (TYC) will make a concerted effort to ensure that the adoption service process continues during the time of the investigation.
10. TYC will not tolerate any retaliation against the person(s) filing the written concern or complaint.

**Evaluation:** This policy is evaluated on an annual basis.

