



APPEAL/GRIEVANCE POLICY

Summary Version

(*The full version is available at www.childserv.org or upon request)

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Why file an Appeal and/or Grievance?

- ✦ Dissatisfied with the decisions made about services that the services you have received from ChildServ (and the concerns were not adequately addressed with your Worker, Supervisor, and the Director), you voice your concerns through ChildServ's Appeal/Grievance process.

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What to do before you consider filing an appeal and/or grievance?

- ✦ Review the Client Rights and Responsibilities that was provided to you during intake
- ✦ Meet with your Worker to discuss your concerns. If the situation is not resolved to your satisfaction;
- ✦ Meet with the Supervisor to discuss your concerns. If the situation is not resolved to your satisfaction;
- ✦ Meet with the Program Director to discuss your concerns. If the situation is not resolved to your satisfaction you may file an Appeal/Grievance.

All discussions regarding attempts at resolution of your concerns will be documented on a case note entry and placed in the file

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How do you file an Appeal/Grievance?

- ✦ You may file your appeal/grievance in writing or verbally if writing is difficult for you. A ChildServ staff member will assist you if you wish.
- ✦ A member of management level staff shall be designated to accept consumer complaints
- ✦ You may request the appeal process to be conducted in your primary language.
- ✦ If you are 12 years of age or older, you must sign the signature page that indicates you have received this policy.
- ✦ This action must be taken within ten (10) working days of the date that the decision or action was decided.
- ✦ Retaliation against the person making the complaint is prohibited;
- ✦ You must document in writing the nature of the problem (why you are dissatisfied) and what you would like to see happen in the situation. You must mail the Appeal/Grievance to: ChildServ, Vice President of Programs, 8765 West Higgins Road, Suite 450, Chicago, Illinois, 60631.
- ✦ The Vice President of Programs will acknowledge that your Appeal/Grievance has been received. You will be notified in writing.
- ✦ The Vice President of Programs will notify the President/CEO of the appeal/grievance in writing (on the "Internal Service Appeal Request" form) and attach your written appeal/grievance.

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When ChildServ's receives your Appeal/Grievance.

- ✦ In most cases, a hearing will be scheduled within ten (10) working days after your request is received. Any planned agency decision in your case (unless it is of an emergency nature) will not be made until after the hearing.
- ✦ The Appeal/Grievance will be heard by a panel of at least two (2) people appointed by the President/CEO of ChildServ. The Panel will be made up of at least one (1) person from the Administrative level that is not from the same department that the Appeal/Grievance is from.
- ✦ The Panel will receive a copy of the completed Internal Service Appeal form.
- ✦ The Panel will receive a written report from the staff involved. The report will contain (at the minimum): basic case information and details of the decision or action being appealed.
- ✦ You will in general represent yourself but you can have a spokesperson or attorney attend if you wish.
- ✦ You can withdraw your Appeal/Grievance at any time during this process.

ill be notified of the President's final decision by certified mail within twenty (20) working days of the President's receipt of e final report from the Panel.

ated copies of ChildServ's written letter acknowledging the Appeal/Grievance, the Panel's final report, and the President's sponse to the Appeal/Grievance are sent to:

- + The Vice President of Programs
- + Your case record
- + The Foster Parent record (if applicable)
- + The Director of Quality Improvement

When you Appeal through DCFS

. the case that you chose to file an Appeal/Grievance through DCFS, the nature and outcome of the Appeal/Grievance will be ocumented in the case record. All documentation will be on the "Service Appeal request to IDCFS" form. A copy of the umentation will also be sent to The Director of Quality Improvement.

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Where are reports of ChildServ's Appeal/Grievances maintained?

- + A record of Appeals/Grievances and other related documents are reviewed, maintained and reported on a quarterly basis by The Director of Quality Improvement.
- + The report generated by The Director of Quality Improvement will then be distributed to agency administrators.
- + ChildServ's President/CEO will report on the pattern of service appeals/grievances to ChildServ's Board.
- + Resolutions of all complaints shall be reported to the agency board of directors at its next meeting
- + Shall report the outcome of its complaint investigation in writing to Departments Regional Licensing office or DCFS licensing representative within 10 business days after complaints are received;

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