



## APPEAL/GRIEVANCE POLICY

ChildServ's mission is to help children and their families build better lives. ChildServ accomplishes this mission through high quality service delivery to the children and families served.

If, at any time, you are dissatisfied with the decisions made about you or the services that you receive from ChildServ (and your concerns were not adequately addressed with your Worker, Supervisor, and the Director), you may voice your concerns through ChildServ's Appeal/Grievance process. 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. 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.

Prior to filing an Appeal/Grievance, the following steps must be taken:

- ❖ 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. If your concerns were not addressed to your satisfaction through the Worker, Supervisor, and Director you can file an Appeal/Grievance. An additional copy of this policy will be provided to you. If you are a client of The Illinois Department of Children and Family Services (DCFS) you are entitled to a separate Appeal/Grievance process through DCFS. ChildServ will provide you with the DCFS policy at the same time that you receive the ChildServ policy.

In order to file an Appeal/Grievance, the following must occur:

- ❖ This action must be taken within ten (10) working days of the date that the decision or action was decided.
- ❖ 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.

#### The process:

- ❖ 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.

The Panel will then send a report with a recommendation to the President within ten (10) working days after the Hearing. You will be notified of the President's final decision by certified mail within twenty (20) working days of the President's receipt of the final report from the Panel.

Dated copies of ChildServ's written letter acknowledging the Appeal/Grievance, the Panel's final report, and the President's response 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

#### Appeal through DCFS

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

#### Reporting of ChildServ Appeal/Grievances

- ❖ A record of Appeals/Grievances and other related documents are reviewed 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.
- ❖ ChildServ shall initiate an investigation of complaints received within 2 business days;
- ❖ Shall maintain written documentation of all complaints received by the agency;
- ❖ 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;
- ❖ Retaliation against the person making the complaint is prohibited;
- ❖ A member of management level staff shall be designated to accept consumer complaints; and
- ❖ Resolutions of all complaints shall be reported to the agency board of directors at its next meeting

Client rights:

- ❖ The agency's policy and procedures shall be provided in writing prospective clients, including biological parents, adoptive parents and adoptees that it has served, at the earliest time possible, and, in the case of biological and adoptive parents, prior to placement or prior to entering into any written contract with the clients
- ❖ Receipt of a copy of the agency's policy and procedure shall be signed and dated by the client and witnessed, and a copy shall be maintained in the client's file.

*This grievance process is to be used by foster parents only for grieving alleged violations of the Foster Parent Law that are not covered by an already-existing grievance or appeal process. E.g., 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.*

Approved: 10-1-08

Revised 9-20-08 TL