

Complaint Policy

The Client Complaint Procedure is designed to provide any birth parent, PAP or adoptee to voice a complaint directly with CHI. They play a vital role in the agency's quality assurance program, as a means of improving agency operation and delivery of services. All signed and dated complaints about any of the services or activities of CHI (including its use of exempt/supervised providers) that the individual believes raises an issue of compliance with The Hague Convention, the Intercountry Adoption Act (IAA) or the regulations implementing the IAA. CHI advises such individuals of the additional procedures available to them if they are dissatisfied are taken seriously with CHI's response to their complaint.

Children's House International encourages all parties to discuss concerns related to AGENCY'S services with the direct staff and supervisor of the staff member involved prior to filing a formal complaint. Complaints can be filed as noted below at any time.

Additionally, if after these steps have been taken and a satisfactory resolution does not result, the following process can be utilized at any time:

The individual may send their complaint in the following manner:

1. Email the complaint to the following address: agency@chiadopt.org Attention: Formal Complaint.
2. Complainant must describe the issue and previous attempts to resolve the problem, if any. Include dates and names of persons involved at this point. The complaint is logged into the Complaint system and will be registered in the agency's complaint registry, by the Executive Assistant.
3. The Clinical Social Worker not directly involved with a PAP case will:
 - Provide an acknowledgement of the complaint to the individual within five (5) business days of the receipt of the complaint;
 - Will review the case and all facts and details, including taking steps to investigate the complaint and/or interview the complainant;
 - After careful consideration, the Clinical Social Worker will issue a response and communicate this in writing to the Complainant within thirty (30) working days of receipt of the complaint.
4. Children's House International is committed to providing an expedited review of all complaints that are time sensitive or need to be expedited or that involve allegations of fraud. In the case of fraud, the Clinical Social Worker will provide an expedited review of the complaint within five (5) working days of the receipt of the complaint.

If the complainant is not satisfied with the response of the Clinical Social Worker, the individual may require further review from the Executive Director. The request for review must:

- Be written or emailed to agency@chiadopt.org, Attention: Executive Director
 - Submitted within 20 working days of receipt of the Clinical Social Worker's response to the initial complaint.
 - Specify the nature of the objections to the decision or conclusions contained in the initial Clinical Social Worker's response.
5. The Executive Director will:
 - Review the matter and consider all relevant and available facts and circumstances.

- Respond in writing within thirty working days of the date of Agency receipt of the request for review.

6. The decision made by the Executive Director is final.

Written Complaints to Third Parties

7. The individual is free at any time to file the complaint with The Hague Complaint Registry, <https://travel.state.gov/content/travel/en/Intercountry-Adoption/about-adoption-service-providers/hague-complaint-registry.html>. All PAP's applied with AGENCY are given this grievance/ disclosure information in the agreement signed between the PAP and AGENCY. The complainant may also contact the State's adoption AGENCY licensing authority at:

- **Florida Department of Children and Families**
Office of Family Safety
1317 Winewood Boulevard -- Building 1
Tallahassee, FL 32399-0700
- **Idaho Department OF Health and Welfare**
Children's Residential Licensing
3232 Elder St.
Boise, ID 83705
- **Louisiana Department of Children and Family services DCFS Licensing**
PO Box 260036
Baton Rouge, LA 70826
- **Texas Dept. of Family and Protective Services**
Child-Care Licensing
1425 E. 40th Street
Houston, Texas 77022
- **Utah Department of Human Services**
Office of Licensing
195 North 1950 West
Salt Lake City, UT 84116
- **Washington Department of Social and Health Services**
Division of Licensed Resources
PO Box 45700
Olympia, WA 98504

8. Children's House International maintains a written record of each official, registers complaint received pursuant to the introduction of this section and the steps taken to investigate and respond to it, as stated above, and makes this record available to IAAME or the Secretary upon request.

9. Children's House International does not take any action to discourage a PAPs or individuals from filing a complaint, nor retaliate against PAPs or an individual for making a complaint, expressing a grievance, providing information in writing or interviews to IAAME on Children's House International performance, or questioning the conduct or expressing an opinion about the performance of Children's House International. This information is also given, trained and agreed to by personnel.