Grievance Procedure FORM

Procedure Statement: Procedure for non-employee grievances at Center for Family Services

Rationale: As part of Center for Family Services commitment to fair and equitable treatment of the children, families and referral agencies we serve and our dedication to consumer feedback as a quality improvement tool, a formal process for grievances is employed.

Procedure:
1. Clients and treatment team members (including children, birth parents, legal guardians, adoptive parents, adopted persons and referral agencies) are to receive and review the grievance procedure during their initial orientation to the agency.
2. A child, child’s parent or guardian, referring agency representative, adoptive parents, adopted persons, visitor or any other person connected with Center for Family Services is encouraged to share a concern, complaint or grievance at any time.
3. Any prospective Adoptive Parent, Adoptive Parent or birthparent who wishes to lodge a complaint about any of the services or activities of the agency (including CC’s use of Supervised Providers), especially those complaints that he or she believes raise an issue of compliance with the Hague Convention on International Adoption, the Intercountry Adoption Act, or the regulations implementing the IAA, is encouraged to do so. Complaints may be lodged with any CFS adoption staff member.
4. Treatment Foster Parents who wish to appeal a decision regarding the placement or movement of a child can request an Administrative Hearing as outlined in COMAR 07.01.04. The Center for Family Services will help facilitate this hearing. See also COMAR 07.01.04 (attached)
5. A concern, complaint or grievance may be expressed to any staff member at Center for Family Services.
6. A staff member is required to share with his or her supervisor any concern, complaint or grievance that is brought to his or her attention within 24 hours. If necessary and the issue is unresolved, the supervisor will then assign authority for the investigation and corrective action plan. Any staff member against whom a grievance has been made is prohibited from having authority over the investigation.
7. The staff member responsible for the investigation must document the grievance (if not already documented) and any action taken. The complainant will receive a formal notice of receipt of the grievance within 72 hours of filing with a copy of this Grievance Procedure.
8. The staff member who receives the authority for investigating the grievance is responsible for sending the initial correspondence and will take corrective action when necessary. The investigation will be completed within 30 days.
9. Any CFS employee who is the focus of a grievance will be informed of the grievance against him or her and will be interviewed as part of any investigation.
10. All allegations of mistreatment of a child must be investigated immediately. (refer to Catholic Charities/DHR Reporting policies).
11. Any client or team member who introduces a grievance will receive a letter of response from the investigating staff member or supervisor as soon as the investigation is complete.
12. Any decision regarding the grievance may be appealed to the Appeals Committee (a Sub-Committee of Quality Council), with assistance from staff as needed. The appeal must be submitted to the Appeals Committee within 5 business days of receipt of the decision. The Appeals Committee will hear the appeal within 30 days of receipt of the appeal. The Appeals Committee will be responsible for informing involved parties within 24 hours of the committee's decision and following through with any corrective action resultant to the appeal. The decision made by the Appeals Committee is the final process of the CFS Grievance Procedure. However, in Hague Convention Adoptions, Prospective Adoptive Parents, Adoptive Parents and birth parents may also lodge separate complaints with Department of State. To file an on-line complaint, go to: https://adoptionusca.state.gov/HCRWeb/ComplaintForm.aspx. In emergencies, please contact the U.S Central Authority for the Hague Convention in the Department of State Call Center toll free at (888) 407-4747. Call Center hours are from 8:00 a.m. to 8:00 p.m. EST. If you need assistance after hours, an automated message will direct you to an emergency duty officer for assistance.
13. The completed grievance form and any appeal findings will be sent to the Risk Manager, Supervisor and the individual(s) who is the focus of the grievance (if applicable).
14. The Risk Management Committee, as part of Center for Family Services CQI process, will track and review grievances quarterly. All grievance forms will be stored in a Grievance Log maintained by the Risk Manager. The Risk Manager can be reached at 410-252-4700.
15. Corrective action resultant to identified trends in the Grievance Log will be pursued or delegated for improvement by the Risk Management Committee and Quality Council.

I/We have read the Grievance Procedure and understand my/our rights and responsibilities as it pertains to this process:

______________________________ ____________ Date
Signature                                                                 Date

______________________________
Signature

______________________________
Signature

Date