

Complaint Policy and Procedures Adoption Services

POLICY:

Envision Unlimited is dedicated to operating all of our programs with the intention of assuring that the rights of all children and adults served in our programs are safeguarded. Nevertheless, on some occasions, it is possible that someone may have a complaint. This policy and procedure shall be provided in writing per (225 ILCS 10/9.1b) to prospective clients, including biological parents, adoptive parents and adoptees that Envision has served, at the earliest time possible, and, in case of biological and adoptive parents, prior to placement or prior to entering into any written contract with the clients. Ideally, disputes and problems should be resolved between parties on a one-to-one basis. The issues should be clearly stated and understood by both parties. If this process does not resolve the matter, the aggrieved party may seek resolution through the process outlined below.

PROCEDURE:

1. Complaints shall be provided to Envision Foster Care Director in writing within 10 days of incident.
2. Envision will initiate investigations of written complains within 2 days of receipt of written complaint.
3. Clients with special needs who request or need assistance to put their complaint into writing shall be provided with assistance from Envision staff.
4. Envision shall maintain written documentation of all complaints received at the agency.
5. Envision shall report, in writing, to the Department's regional licensing office or the DCFS Licensing Representative within 10 business days after complaints are received their resolution and/or an interim report detailing the extenuating circumstances, need for additional time and estimate date of completion of the investigation and response. The interim report to DCFS shall include a copy of the complaint.
6. There will be no retaliation against the person making the complaint.
7. Resolutions of all complaints will be reported to Envision's Board of Directors at their next meeting, reflected in the board minutes and will include the written complaint and agency's written response.
8. 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 policy is available in Spanish upon request.
9. A copy of this Complaint Policy and Procedure is also posted on Envision's website: www.envisionchicago.org.

Statewide toll-free adoption agency information telephone number: (800) 572-2390
Complaint registry telephone number: To be provided by DCFS
Envision Unlimited License Number: 004181