

Standard Operating Procedure
GRIEVANCE POLICY
(All Offices)

General Policy

It is the policy of The Adoption Exchange to treat its clients, volunteers, funders and community partners with fairness and professionalism and to protect the confidential nature of all client information. Clients, volunteers, funders and/or community partners who believe they have not been fairly or professionally served by The Adoption Exchange, or who believe that their right to confidentiality has been breached have the right to present their grievance for prompt consideration and resolution.

These procedures were developed to provide guidelines for the systematic receipt, documentation, evaluation, resolution and response to such grievances.

Notification

It is The Adoption Exchange's policy to notify all its clients, volunteers, funders and community partners that these grievance procedures exist: 1) the first time permission is received to provide client services, 2) at the time services are concluded, and 3) at any time it becomes clear that a client, volunteer, funder or community partner is not satisfied with the service being provided. The policy and grievance form will also be accessible via the agency's website (adoptex.org).

Definition

A grievance is a formal expression of concern about any particular issue thought to be unjust, unfair or abusive. Filing a grievance means putting in writing anything that a client, volunteer, funder or community partner has experienced that they believe was harmful or unfair. The Adoption Exchange is committed to continuing to provide services to the individual filing the complaint while a resolution regarding their grievance is formulated.

When Issues or Concerns Arise

Discuss any issues or concerns with the respective staff member. If a mutually agreed upon decision is not met through this discussion, the client, funder, volunteer or community partner will contact the staff member's supervisor. The supervisor will then schedule a meeting with the complainant within five business days to discuss the unresolved concerns. Hopefully, at this point, the complainant and the supervisor can reach a mutually agreed upon resolution.

When an Issue or Concern is Not Resolved

If a satisfactory resolution to the grievance has not been agreed upon, the following steps should be followed:

1. The person making the complaint should write the details of their grievance on the Grievance Form (attached). If they would like to provide additional information regarding their grievance, it can be attached to the form.
2. Once the form is completed, the complainant should send it to the appropriate Senior Vice President. The Senior Vice President will schedule a meeting with the person making the complaint within five business days of receiving the written grievance.
3. If a mutually agreed upon resolution is not met at that point, the Senior Vice President will immediately send the written grievance to the Executive Director. The Executive

Director will schedule a meeting with the person lodging the complaint within 10 business days. The complainant will be notified in writing of the final decision made within five days of this meeting. This is the final level of the grievance process.

4. In all instances, no data or information obtained or research gathered through the grievance process will be published or distributed in a public manner.

If your grievance remains unresolved and the services that were provided were funded through a CDHS/CW (Colorado), DCFS (Utah), CYFD (New Mexico) or DCFS (Nevada) contracted program, the individual making the complaint may have the right to file a grievance with the respective State agency. The grievance must be within the guidelines of the State agency.