

Complaint/Grievance Policy and Procedure

Right to make a complaint: KidsFirst International Adoption, Inc. recognizes the right of any birth parent, prospective adoptive parent, or adoptee to lodge a complaint or appeal about any of the services or activities of the agency that he or she believes are inconsistent with state and federal laws and regulations and standards of accreditation that apply to the agency. All complaints must be filed in accordance with Hague Convention regulations. Upon request KidsFirst International Adoption, Inc. will provide the client(s) with assistance in locating the Hague Convention Regulations.

Clients have the right to be provided a copy of any home study or post placement reports involving them (if state law and regulations allow that), and specifically, clients have the right to complain and seek review concerning any agency decision or information affecting their eligibility to adopt.

KidsFirst International Adoption, Inc. does not take any action to discourage a client or prospective client from, or retaliate against a client or prospective client, for making a complaint, expressing a grievance, questioning the conduct of or expressing an opinion about the performance of the agency.

Handling of complaints and requests for review a decision or information:

- A person believing he/she has a complaint is requested to present it first to the Executive Director of the agency. Contact information for the Executive Director is: Inna Pecar, 9135 N. Meridian St., Suite B-4, Indianapolis, IN 46260
- IF the Executive Director is unable to resolve the complain to the satisfaction of that person, he/she may request to submit the complaint in a dated and signed written document and have it forwarded for consideration to the Governing Board of KidsFirst International Adoption, Inc.
- Upon submission of such a written complaint, the Governing Board will consider the complaint and develop a response to be communicated back to the complaint.
- Furthermore, under Hague Regulation §96.41 the client has the right to file a formal complaint with the Indiana Department of Child Services or the U.S. Department of State and the Council on Accreditation (www.coanet.org).

All written complaints will be responded to through the process above within 30 days of receipt, and an expedited review will be given to any complaints that are time sensitive or that involve allegations of fraud.

If the complainant is not satisfied with the response and continues to believe that an infringement of laws, regulations, or accreditation standards has occurred, the complainant has the right to take the complaint further to the appropriate agencies responsible for them. KidsFirst International Adoption, Inc. will provide direction and contact information for the transmission of any such complaints.

Administrative and record-keeping regarding complaints

- KidsFirst International Adoption, Inc. will maintain a written record of each written complaint and the steps taken to investigate and respond to it. This record will be made available to the accrediting entity, the Complaint Registry at such time as it is set up, or the Secretary of the Hague Convention upon request.

- The agency will provide the accrediting entity and the Complaint Registry, on a quarterly basis, a summary of all written complaints received (including the number of complaints received and how each complaint was resolved) and an assessment of any discernible patterns in complaints received against the agency, along with information about what systemic changes, if any, were made or planned by the agency in response to such patterns.

Using evaluation of any complaints received to improve the quality of agency services:

- To continuously improve its services and minimize the number of complaints that might be received, KidsFirst International Adoption, Inc. will have a quality improvement program appropriate to its size and circumstances. It will use quality improvement methods such as reviewing complaint data, customer satisfaction surveys, or benchmarking to external data (when these are available) as a basis for making improvements.