

A Coming of Age
Foster Family Agency
Grievance Policy and Procedures

**A Coming of Age
Foster Family Agency**

Grievance Policy and Procedure

Community Care Licensing regulations require all children placed in foster care to have a grievance or complaint procedure for the resolution of problems. Recognizing that not all complaints regarding problems may be resolved, the Agency nevertheless strives to provide the children in its care, their families, certified foster families and placing agencies with a set of procedures for doing so. It is Agency policy to inform all children and/or their placement workers of the following Agency grievance policy and procedures within the first twenty-four (24) hours of placement.

A Coming of Age Foster Family Agency strives to exercise fairness, impartiality and accountability in its endeavors to resolve complaints. If children, their families, or authorized representatives have a complaint they wish to make known or resolve, they may do so in the following manner without fear of prejudice or retaliation. Note, Agency policy allows that resolution of a grievance need not necessarily be accomplished in the order presented:

1. Discuss the problem with foster parent(s).
2. Contact and discuss the problem with the assigned Agency social worker.
3. Contact and discuss problems with Agency Administrator.
4. Request a formal meeting with the Administrative Review Committee. The request must be made in writing and sent to the Administrator in which the nature of the complaint is identified.
5. Contact placement worker. Phone numbers for placement workers are available and Agency social workers will assist any child in this endeavor.
6. Contact the Community Care Licensing representative. The phone number for the Agency's CCL Licensing Program Analyst is posted in each child's file on the CCL Personal Rights form.

I have read and understand and have had explained to me any question I had regarding the above procedures.

Child

Date

Authorized Representative

Date

I have explained the above policies and have answered any questions asked me regarding these procedures.

Intake Worker

Date