

Foster Parent Grievance Procedure and Form

Purpose: To provide a mechanism for Foster Parents to make and resolve complaints in relation to alleged violations of Foster Parent Law that is not already covered by an existing grievance or appeal process. It cannot be used to address issues that are covered by the service appeal process, the appeal process for indicated cases of child abuse and/or neglect, the process for appealing licensing investigation findings or license revocations, etc.

Grievance: A grievance is a formal expression of concern about any issue thought to be unjust, unfair or abusive. Filing a grievance means putting in writing anything that you have experienced that you believe was harmful or unfair.

Foster Parent Law: Hephzibah is committed to ensuring that the agency is in compliance with the Foster Parent Law. Each year we invite foster parents to review and provide feedback on our implementation of the Foster Parent Law. If at any point you feel we are in violation of the Foster Parent Law, or you have other unresolved issues or concerns, please complete the attached grievance form.

When issues or concerns arise: Discuss any issues or concerns with your caseworker, a supervisor or licensing worker as appropriate. Hopefully, you can reach a mutually agreed upon resolution through this process.

When your grievance is not resolved to your satisfaction: If a satisfactory resolution to your grievance has not been agreed upon, the following steps should be followed:

1. All Foster Parents have the right to complete a Grievance Form at any time.
2. Written documentation of all grievances received will be maintained.
3. There will be no retaliation against you for filing a grievance.
4. If a Foster Parent makes a complaint, it is first addressed by the Supervisor with the involved staff member(s) and the Foster Parent in an attempt to resolve the issue through a discussion(s).
5. If the Foster Parent makes a complaint that cannot be resolved by a discussion between the Foster Parent and the personnel of the specific program, The Foster Parent Grievance Form is completed.
6. Grievance forms are available at the agency's facility and on the agency's website. The Foster Parent can also contact program staff at any time to receive the Foster Parent Grievance Form. Personnel will assist Foster Parent's in completing the form if necessary. If there is a language issue, the agency will provide an interpreter throughout the process who is not affiliated with the client or the program.
7. The Supervisor will schedule a meeting within five business days of receiving your written grievance.
8. If a mutually agreed upon resolution is not met, the Supervisor will immediately send your written grievance to the Director of Family-Based Services. The Director of Family-Based Services will schedule a meeting with you within 10 business days.
9. If a mutually agreed upon resolution is not met, the Director of Family-Based Services will immediately send your written grievance to the Executive Director. The Executive Director will schedule a meeting with you within 10 business days. You will be notified in writing of the final decision within five days of this meeting. This is the final level of the grievance process.

Foster Parent Grievance Form

Date: _____

Foster parent name: _____

Caseworker name: _____

Is this a foster parent law grievance? yes no

Nature of complaint:

Proposed resolution:

Foster parent signature: _____

Date: _____

Please mail completed form to: HEPHZIBAH CHILDREN'S ASSOCIATION
1144 LAKE STREET, 5TH FLOOR
OAK PARK, IL 60301