

## COMPLAINT/GRIEVANCE POLICY AND PROCEDURE

**Right to make a complaint:** KIDSFIRST INTERNATIONAL ADOPTION, INC. (“KFIA”) recognizes the right of any birth parent, adoptive parent, prospective adoptive parent, or adoptee to lodge directly with the agency signed and dated complaints about any of the services or activities of the agency (including its use of supervised providers) that he or she believes raise an issue of compliance with the Hague Convention, the Intercountry Adoption Act of 2000, the Universal Accreditation Act of 2012, or the regulations implementing the IAA or UAA. Upon request KFIA. 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 and post-adoption 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.

KFIA will not take any action to discourage a client or former or prospective client from, or retaliate against a client or prospective client for: making a complaint; expressing a grievance; providing information in writing or interviews to an accrediting entity on the agency's or person's performance; or questioning the conduct of or expressing an opinion about the performance of an agency or person. The Executive Director will be responsible for assuring that adoption services will be provided, at all times, with due diligence and at the highest standards, regardless of any action a client or prospective client takes to express, file or register a grievance or complaint.

### **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, Indiana 46260.
- KFIA encourages open and honest discussion among its personnel and clients or prospective clients, and does not discourage or retaliate against any party for issuing a written concern or complaint.
- A complainant may lodge any such complaint with respect to the actions or performance of services by KFIA, any of its employees, and any supervised providers used by KFIA.
- KFIA will respond in writing to complaints received within thirty (30) days of receipt, and will provide expedited review of such complaints that are time-sensitive or that involve allegations of fraud.
- If the Executive Director is unable to resolve the complaint 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 KFIA.
- Upon submission of such a written complaint, the Governing Board will consider the complaint and develop a response to be communicated back to the complainant.
- If the complaint it is not resolved through the agency’s complaint process and it involves the Hague Convention on Intercountry Adoption, the IAA, the UAA, the Federal implementing regulations (22 CFR 96, 97, 98), or a Hague Convention adoption case, you may file a formal complaint online with the U.S. Department of State’s Hague Complaint Registry (<https://adoptionusca.state.gov/HCRWeb/WelcomeForm.aspx>). To submit a complaint, simply click on the link to the “Complaint Form”, complete the information and click the “Confirm” button when they are finished. You may also print out the form and fax it to the US Central Authority at (202) 736-9080.
- The complainant also has a right to file a complaint with the Indiana Department of Child Services:

Indiana Department of Child Services  
302 West Washington Street  
Room E306, MS47  
Indianapolis , IN 46204-2739  
Phone: (317) 234-5318  
Fax: (317) 232-4436  
[DCSOmbudsman@idoa.in.gov](mailto:DCSOmbudsman@idoa.in.gov)  
<http://www.in.gov/dcs>

- KFIA will provide to the accrediting entity and the Secretary, on a semi-annual basis, a summary of all complaints received pursuant to this complaint process during the preceding six months (including the number of complaints received and how each complaint was resolved) and an assessment of any discernible patterns in complaints received against KFIA, along with information about what systemic changes, if any, were made or are planned by KFIA in response to such patterns.
- KFIA shall provide any information about complaints received pursuant to this process as may be requested by the accrediting entity or the Secretary.

#### **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 Hague Complaint Registry, or the Secretary of the Hague Convention upon request.
- The agency will provide the accrediting entity and the Complaint Registry, on a semiannual 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 complain data, customer satisfaction surveys, or benchmarking to external data (when these are available) as a basis for making improvements.