



Foster Parent Law Grievance Procedure

PURPOSE:

You have the right to express concerns, file complaints, and appeal decisions that affect you. If you experience a conflict or concern with a staff member, the following procedures outline the steps for resolving the issue in a fair and timely manner.

Note for Foster Parents:

This complaint process applies only to complaints or alleged violations of the Foster Parent Law that are not covered by another grievance or appeal process. It does not apply to service appeals, indicated findings of child abuse or neglect, licensing investigation findings, license revocations, or any other matter with an established appeal process.

PROCEDURE

1. Shelter Youth & Family Services prohibits retaliation against any individual who files a complaint or appeals a decision.
2. The first step in resolving a concern is to discuss the issue directly with the staff member involved.
3. If the concern is not resolved, contact the Foster Care Supervisor at **847-595-0281**. The Foster Care Supervisor will contact you and the staff member within **two (2) business days** to work toward a resolution.
4. If the concern remains unresolved, you may submit a written complaint to the Foster Care Director at:

Shelter Youth & Family Services
Foster Care Director
3227 North Wilke Road
Arlington Heights, IL 60004
5. The Foster Care Director is the designated management representative responsible for receiving consumer complaints. Your caseworker may assist you in preparing the written complaint upon request. The complaint must be postmarked within **15 calendar days** of speaking with the Foster Care Supervisor.
6. Within **two (2) business days** of receiving the complaint, the Foster Care Director will contact you and the staff member and will make every effort to resolve the issue.
7. If you are not satisfied with the outcome, you may request a review by the Chief Program Officer. The request must be submitted to the Foster Care Director within **two (2) business days** of the Director's decision.
8. The Chief Program Officer will review the complaint and issue a final decision within **two (2) business days**. The Chief Program Officer's decision is final.
9. The Continuous Improvement Committee reviews complaints on a quarterly basis to identify trends and opportunities for improvement. All reviews are conducted in a manner that protects the confidentiality of those involved.

I acknowledge having reviewed this procedure and having received a copy.

Client Signature: _____ Date: _____

Staff/Witness Signature: _____ Date: _____