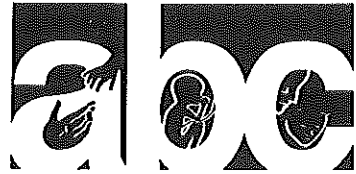


adoption services,  
birth parents program &  
children & family counseling



**ABC COUNSELING  
& FAMILY SERVICES**

**COMPLAINT PROCEDURE**  
**ABC Counseling and Family Services**  
**License Number: 198405**

**Purpose:**

To provide a structured method for resolving problems, complaints or disputes which arise during the course of an adoption proceeding.

**Procedure:**

At the point a problem or dispute occurs, the following procedure shall be followed:

- Contact the Adoption Supervisor, or the Executive Director if the Adoption Supervisor is involved in the dispute. All disputes shall be resolved at the lowest level possible without restricting the complainant's right to appeal any decision following the Agency's chain of command and including appeal to the Board of Directors.
- The initial complaint will be responded to without 2 business days and every effort will be made for prompt resolution. In most circumstances the resolution should be reached without 10 business days.
- The Agency shall report the outcome of the complaint investigation, in writing, to DCFS's regional licensing office or the DCFS Licensing Representative within 10 business days after complaints are received.
- The Agency will maintain written documentation of all complaints received.
- Resolutions of all complaints shall be reported to the agency Board of Directors at its next meeting.
- Any retaliation against the person making the complaint is prohibited.

Procedure Effective: February 15, 2006

**Procedures Approved By:**

Amanda Black, BA, Adoption Supervisor  
Lynn Willard, LCPC, LCSW, Executive Director

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