



# Children's Home Association of Illinois

## THE CHILDREN'S HOME ASSOCIATION OF ILLINOIS FOSTER CARE PROGRAMS FOSTER PARENT POLICIES

### FOSTER PARENT GRIEVANCE/APEAL POLICY

The grievance process is to be used by foster parents/adoptive parents for grieving alleged violations of the Foster Parent Law that are not covered by an already existing grievance or appeal process, or any potential violations of their rights or responsibilities. At any point in the following process, foster parents may consult with the Advocacy Office for Children and Families (*contact number listed below*). While it is expected that each member of the Foster Care staff and each foster parent take responsibility for open, direct communication and problem solving, following is the procedure for expressing and resolving concerns when routine established methods have not been successful.

The Children's Home grievance/appeals policy for foster/adoptive parent's states that foster or adoptive parents have the right to address their concerns about specific staff members; will includes the caseworker, the clinician, the family support worker, licensing representative, and management. If the foster parent is comfortable having a discussion with the staff member they are having the conflict with, they are free to attempt to resolve the issue or the foster parent can contact their licensing representative for assistance. If the issue is with the licensing representative, the foster parent can contact the Clinical Coordinator of Resources (licensing supervisor) Andrea Roberts (309)687-7345 aroberts@chail.org.

If the concern has not been successfully addressed with the staff member, a meeting will be arranged by Andrea Roberts and the meeting will include the supervisor of the staff member, the licensing representative, and the Clinical Coordinator of Resources. If a plan has not been agreed upon by the parties during this meeting a formal grievance can be filed in writing and submitted to the Vice President of the program, Jodi Schwindenhammer (309)687-7361 jswindenhammer@chail.org.

In all cases, the Vice President of Foster Care will respond in writing to a formal grievance within two (2) business days. Another meeting will be convened by the Vice President with all interested parties involved to resolve the grievance/appeal. The program Vice President will also notify the Executive Vice President of Children's Home of all formal grievance/appeals filed. If the foster/adoptive parent is not satisfied with the decision of the program Vice President the program Vice President will review the situation in conjunction with the Executive Vice President of Children's Home. A decision on each grievance/appeal shall be made no later than 10 business days after the grievance was filed.

*Complaints about agency performance of agencies contracting with DCFS can be directed to the DCFS Advocacy Office for Children and Families, 1-800-232-3798.*

\_\_\_\_\_  
Signature of Foster Parent

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Foster Parent

\_\_\_\_\_  
Date



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