

THE CHILDREN'S HOME ASSOCIATION OF ILLINOIS
FOSTER CARE PROGRAMS
FOSTER PARENT POLICIES
FOSTER/ADOPTIVE PARENT GRIEVANCE/APPEAL POLICY

EXPLANATION OF GRIEVANCE/APPEAL PROCESS

I. ISSUES WITH STAFF – FOSTER PARENT GRIEVANCE/APPEAL STEPS

- A. Foster parent discusses concerns with specific staff and staff's supervisor. Plan developed for resolution.
- B. If no resolution is attained, foster parent files a formal grievance by putting the complaint into writing and submitting it to the program director. Mediation and plan developed for resolution within 2 weeks.
- C. If no resolution is attained, foster parent may appeal to the Foster Care Vice President. Mediation and plan developed for resolution within 2 weeks.

II. LICENSE ISSUES – FOSTER PARENT GRIEVANCE/APPEAL STEPS

- A. Foster parents discuss concern with resource coordinator assigned to their home. Plan developed for resolution.
- B. If no resolution is attained, foster parent contacts resource supervisor for supervisory meeting. Plan developed for resolution with 2 weeks.
- C. If no resolution is attained, foster parent writes a formal grievance by putting the complaint into writing and appealing to the Foster Care Vice President. Mediation and plan developed for resolution within 2 weeks.

III. ISSUES REGARDING TREATMENT OF CHILDREN IN CARE OR FOSTER PARENT ROLE

- A. Foster parents discuss concern with **clinician/caseworker** assigned to their home. Resolution developed.
- B. If no resolution is attained, foster parent files a formal grievance by putting the complaint into writing and submitting it to the program director. Plan developed for resolution within 2 weeks.
- C. If no resolution is attained, foster parent may appeal to the Foster Care Vice President. Mediation and plan developed for resolution within 2 weeks.

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The Foster Care program recognizes that, at times, differences of opinion will occur within treatment teams and between foster parents and the agency. 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 methods have not been successful. This grievance process is to be used by foster parents for grieving alleged violations of the Foster Parent Law that are not covered by an already existing grievance or appeal process. E.g., it cannot be used to address issues that are covered by the service appeal process, the appeal process for indicated cases of child abuse/neglect, the process for appealing licensing investigation findings or license revocations. At any point in the following process, foster parents may consult with the Advocacy Office for Children and Families. Foster parents who become adoptive parents may use this process to grieve an alleged violation of licensing standards of the Child Care Act of 1969.

1. Foster parents will discuss their concerns about specific staff members first with that staff member, secondly, with the staff member's immediate supervisor. If the issue has not been successfully addressed and a plan developed for resolution following discussion with the supervisor, a formal grievance may be filed by putting the matter into writing and submitting it to the director. Foster parents, however, do not have access to confidential personnel information.
2. Foster parents will discuss concerns regarding their licenses with the Resource Coordinator assigned to their home. If the matter cannot be resolved, the Resource Supervisor may be contacted. Matters that involve this agency's conduct as a licensing body may be discussed or appealed through DCFS per its guidelines. Copies of these guidelines are available through Foster Care or the DCFS regional office.
3. Foster parents will discuss concerns regarding their rights and responsibilities and other foster parenting functions with coordinator or caseworker assigned to their home. If the matter cannot be resolved, a formal grievance may be filed by putting the matter into writing and submitting it to the director.
4. In addition, Foster parents, who become adoptive parents, may access this same policy when they allege that a violation of the licensing standards of the Child Care Act of 1969 has occurred.

In all cases, the director will respond in writing to a formal grievance within two (2) business days. The director will convene a meeting of all interested parties in order to resolve the grievance/appeal. The director will also notify the program Vice President of any grievance/appeal brought to his or her attention through this process. Throughout the appeal process, harassment or retaliation by any party against the appellant (foster parent) will not be tolerated. If the foster parent is not satisfied with the decision of the Director, the case can be taken to the Foster Care Vice President for review. A decision on each grievance/appeal shall be made no later than 30 calendar days after the grievance was filed.

Signature of Foster/Adoptive Parent

Date

Signature of Foster Parent

Date

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FOSTER/ADOPTIVE PARENT GRIEVANCE FORM

Foster or Adoptive Parent Name _____

Provider ID # _____ Telephone _____

Case Name _____

Nature of Grievance: _____

Signature of Foster or Adoptive parent

Date Submitted

Signature of Foster or Adoptive Parent

Date Submitted

FORM SHOULD BE SUBMITTED TO PROGRAM DIRECTOR

94.211c – revised & approved 11/11/02
Clarification with new forms 11/11/02
Revised 02/01/2006
Revised 10/11/2006

**Children's Home Association of Illinois
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Foster/Adoptive Parent Grievances/Appeals Filed during Prior Year

No Foster Parent Law grievances were filed this past year.