



Title: Consumer/Client Complaint Policy and Procedure

Purpose/Introduction:

It is our goal to provide you with the highest quality professional service during your contact with Sunny Ridge Family Center. Our staff is available to discuss any questions or concerns you may have regarding the delivery of services. If, in our working together, a concern or problem arises, it is our intention to resolve the issue in a timely manner. Sunny Ridge Family Center recognizes that in some situations a concern cannot be resolved with the staff person you are working with and in those situations you may request an opportunity to discuss your concern or issue with the staff member's immediate supervisor. During the first visit with your assigned worker, you will be provided with a copy of the Sunny Ridge Family Center document titled Consumer/Client Complaint Policy and Procedure and the name and extension number of the immediate supervisor of the staff member assigned to work with you. Early and immediate resolution of concerns and conflicts is strongly encouraged. In the event that an issue or concern is not satisfactorily resolved by the supervisor or is of such concern that you wish to file an immediate complaint, the complaint policy and procedure has been established to guide and assist you in making your concern known to Sunny Ridge Family Center and to assure a prompt response and resolution. It is the intent of Sunny Ridge Family Center to initiate an investigation within two business days of receipt of a written complaint. Complaint investigations shall be finalized within ten business days after receipt and resolution sent to the complainant. A report of a complaint is forwarded to our Board of Directors to the Illinois Department of Children and Family Services. For international adoption service clients complaint information is also reported to the accrediting entity and the Secretary of the Central Authority (International Adoption Act/Hague Convention).

Policy:

Sunny Ridge Family Center shall establish and maintain a consumer complaint policy and procedure that insures the timely response to written client/consumer complaints. Sunny Ridge Family Center, through this policy and procedure, assures that:

- **each client/consumer of service shall be provided with a written copy of the Sunny Ridge Family Center Consumer/Client Complaint Policy and Procedure as well as the name of the management staff designated for the client/consumer to address their complaint, at the time an adoption contract is signed;**

- the agency takes no action to discourage a client or prospective client or to retaliate against a client or prospective client for making a complaint or expressing a grievance about the performance of the agency;
- without limitation there will be prompt complaint response time of no more than two (2) business days;
- written documentation of all received written complaints shall be maintained by the agency;
- all complaints and their resolution shall be reported to the Illinois Department of Children and Family Services Licensing Representative within 10 business days of their receipt and resolution, if any;
- for intercountry adoption services (International Adoption Act/Hague Convention) complaints, SRFC shall provide to the accrediting entity and the Secretary, on a semi-annual basis, a summary of all complaints received and how the complaint was resolved;
- retaliation against any person making a complaint is strictly prohibited;
- the Vice President of Program Services shall serve as the designated member of the agency's management staff to address consumer/client complaints;
- resolution of complaints shall be routinely reported to the Services and Personnel Committee of the Board of Directors and to the Risk Management Committee (quality improvement committee) of the agency and
- the Sunny Ridge Family Center Consumer/Client Complaint Policy and Procedure shall be posted on the agency website including the agency's Illinois child welfare license number, the Illinois statewide toll-free adoption agency information number, the complaint registry phone number and the contact information pertaining to the International Adoption Act Complaint Registry.

Procedure:

1. We encourage the client/consumer to discuss any matter of concern regarding the services delivered by or through SRFC as soon as possible with a staff supervisor or with the designated management staff (Vice President of Program Services) for the purpose of resolving a concern.
2. Early and immediate resolution of concerns and conflicts is strongly encouraged, and a meeting may be scheduled with the client, staff member, immediate supervisor and the designated management staff to assist in reaching a satisfactory resolution.
3. Within two (2) business days of receipt of a written complaint the designated member of the management staff (Vice President of Program Services) will respond.
4. In the event there is not a satisfactory resolution reached with the designated management staff (Vice President for Program Services 630-754-4508 or e-mail jerickson@sunnyridge.org), the client/consumer may appeal the matter to the President of Sunny Ridge Family Center.

5. In the event of a continued disagreement you may appeal to the Services and Personnel Committee of the Board of Directors of Sunny Ridge Family Center. (A written statement of complaint is required from the complainant.)
6. Within five (5) business days of a complaint to the Services and Personnel Committee, the chair person of the committee shall convene a meeting with the committee, the President of the agency and any other person(s) indicated by the committee chairperson; the written statement outlining the complaint shall be submitted to the Services and Personnel Committee of the Sunny Ridge Family Center Board of Directors. In an appeal to the Services and Personnel Committee, the complainant may be given an opportunity for an oral presentation before the Committee.
7. The Services and Personnel Committee will make its recommendations in writing to the President's office and to the complainant. If the complainant wishes to appeal this decision to the full Board of Directors, the appeal must be confined to a written statement made within five (5) working days of receipt of the Services and Personnel Committee's resolution.
8. The decision of the Board of Directors will be final, and the complainant will be informed in writing of the final decision within five (5) working days of the full Board's decision.
9. All complaints will be logged and summary notes documented in the case record of the complainant.
10. The outcome or resolution from all client/consumer complaints will be reviewed by the Services and Personnel Committee of the Board of Directors of Sunny Ridge Family Center as well as being reported in summary to the Board of Directors and the Illinois Department of Children and Family Services.
11. Summary findings will be integrated into the continuous quality improvement process of the agency.
12. An appeal is considered adjudicated if no further written appeal is made by the client/consumer in a period of five (5) business days following notification of the last decision.
13. Upon request from the local licensing authority or the international accreditation body the agency will provide information about received complaints.



Acknowledgement and Receipt of Sunny Ridge Family Center Policy and Procedure

I/We acknowledge receipt of a copy of the Sunny Ridge Family Center **Consumer/Client Complaint Policy and Procedure** and the name/contact information of the management staff person identified to address consumer/client complaints.

The management staff person at Sunny Ridge Family Center identified to address consumer complaints is:

James Erickson, MA, LCSW
Vice President for Program Services
270 Remington Blvd., Suite C
Bolingbrook, Illinois 60440
phone: 630-754-4508
E-mail: jerickson@sunnyridge.org

Client Signature: _____

Client Signature: _____

Witnessed by: _____

Date: _____

Please sign both copies of this acknowledgement, retaining one for your records.