



Illini Christian Ministries, Inc.

#3 Henson Place, Suite 1 ▪ Champaign, IL 61820
ph 217-355-4446 ▪ fax 217-355-1650 ▪ admin@icmfamily.org

Building Families

Building Lives

Building Hope

Complaint and Grievance Policy

It is the intent of Illini Christian Ministries and her staff to provide quality professional services in all areas of ministry. However, from time-to-time concerns arise. Illini Christian Ministries will address each and every complaint reported as outlined in the procedures manual.

Any client of Illini Christian Ministries, including potential adoptive parents, adoptive parents, birth parents, and adopted individuals, may at any time submit a written complaint or grievance pertaining to services or activities of Illini Christian Ministries (or its supervised providers) that the individual believes are not in compliance with the Convention, the Intercountry Adoption Act (IAA), or the regulations implementing the IAA.

Client services will not be adversely affected by the client's use of the complaint policies and procedures to resolve concerns. Illini Christian Ministries will not take any action that would discourage a client or prospective client from filing a complaint, expressing a grievance, providing information in writing or interviews to an accrediting entity on the agency's performance, or questioning the conduct of or expressing an opinion about the performance of Illini Christian Ministries. The client will not be subject to any form of retaliatory action or prejudice on the part of Illini Christian Ministries or any staff member.

All concerns raised through the complaint procedures, whether resolved or not, shall be reported to the Board of Directors of Illini Christian Ministries at the first meeting following the concern. Illini Christian Ministries will provide timely reports of complaints to Illinois Department of Children and Family Services, the Accrediting Entity, the Secretary of State, and any other authority for which reporting of complaints and grievances is mandated, as outlined in the Complaint and Grievance Procedures.

Illini Christian Ministries will maintain efficient records of each and every complaint filed against the agency through the complaint procedures. These records will be maintained in the Human Resources Department of Illini Christian Ministries.

Complaint and Grievance Procedure

The family will receive and sign copies of the Complaint and Grievance Policy and Procedures as well as the Adoption Services Contract during the intake process completed at the first home visit. Signed copies of the Complaint and Grievance Policy and Procedures as well as the Adoption Services Contract will be placed in the client's file.

If a client has a concern with the services provided or with an employee, he should first attempt to address the concern with the staff member involved if possible. Most concerns are the result of misunderstanding and can therefore be resolved through an open discussion. Investigation into the concern shall be initiated within two business days of the time the concern was first raised. The staff member to whom the concern was raised shall report to the Executive Director within two days the nature of the complaint and the resolution if one was reached.

If the client is unable to have their concern addressed adequately with the staff member involved, the concern should be submitted in writing by the client to the Executive Director. If a client's complaint concerns the work of the Executive Director, the concern should be submitted in writing by the client to the Chair of the Board of Directors. A written response to the complaint will be provided to the client within 30 days of the time of the initial complaint.

The time of response and investigation may be expedited with complaints that are time-sensitive or involve allegations of fraud. If the case is time-sensitive, the reasoning should be addressed by the client in the letter provided to the Executive Director. The Executive Director will address any time-sensitive matter immediately. If the case involves allegations of fraud, the complaint will be addressed by the Executive Director immediately.

If the Executive Director is unable to resolve the issue, or if the client is dissatisfied with the resolution of his/her complaint, the client may within thirty days of the receipt of the written resolution submit a written appeal to the Board of Directors. The Board of Directors will make the final decision related to the complaint/grievance.

The client has the right to contact the Illinois Department of Children and Family Services (DCFS) for further aid in filing a complaint or if the client is dissatisfied with the agency's response. The contact information for the Champaign County DCFS office is as follows: 2125 S. 1st Street, Champaign, IL 61820. The phone number for this office is (217) 278-5500. The contact information for the Champaign County DCFS office is included in the Complaint and Grievance Policy and Procedures that Illini Christian Ministries provides clients in their initial intake process during their first home study visit.

Illini Christian Ministries will maintain efficient records of each and every complaint filed against the agency through the complaint procedures, and the resolution of such complaint. These records will be maintained in the Human Resources Department of Illini Christian Ministries.

All complaints and grievances will be reported to the Department of Children and Family Services on an annual basis. All complaints or grievances will be reported to the Accrediting Entity and the Secretary of State on a semi-annual basis for the preceding six months. These reports will include the number of complaints received against Illini Christian Ministries, how each complaint was resolved, any discernible patterns in complaints and grievances, including systemic changes if any were made or are planned by Illini Christian Ministries in response to such patterns. If the Accrediting Entity or the Secretary of State requests additional information in regard to specific complaints or grievances, the information will be provided by Illini Christian Ministries. The Director of Adoption Services will be directly responsible for producing, maintaining, and providing the Accrediting Entity and the Secretary of State with the required reports. These reports will be generated as each complaint or grievance arises and will be kept continually up to date.

In order to best serve the clientele of Illini Christian Ministries, the agency has quality improvement measurements and programs established in order to continually provide efficient and excellent adoption services. For more information regarding the quality improvement measures, see Adoption Department Procedure 2.5.

Hague Complaint Registry

If a client wishes to file a complaint with the U.S. Department of States concerning client services provided to them that were directly out of compliance with any of the following:

- the Hague Convention on Intercountry Adoption;
- the Intercountry Adoption Act;
- the Federal implementing regulations (22 CFR 96, 97, 98); or
- a Hague Convention adoption case;

they may do so by visiting the following website and following the instructions provided:

- <https://adoptionusca.state.gov/HCRWeb/WelcomeForm.aspx>

Individuals are encouraged to resolve a complaint through their Adoption Service Provider before submitting a complaint to the Hague Convention on Intercountry Adoptions Complaint Registry.