



Complaint Policies and Procedures 96.41(a)(b)(c)(d)(e)(f)(g)(h)

Agape of Central Alabama, Inc. seeks to provide quality adoption, post adoption, and post placement services. However, in the event that prospective adoptive parents, adoptive parents, birth parents, or a partnering agency is unhappy with services, they have the right to file a written complaint with Agape without fear of repercussion. This policy will be enunciated in the Adoption Services Contract.

1. Submission of a Written Complaint/Grievance 96.41(a)(b)

Complaints/Grievances may be submitted by any birthparent, prospective adoptive parent, adoptive parent, and/or adoptee. A complaint is any complaint a person wishes to file with the agency about any of the services or activities of the agency or person (including its use of supervised providers) that he or she believes raise an issue of compliance with the Convention, the IAA, the UAA, or the regulations implementing the IAA or UAA. Anyone wishing to file a complaint with Agape of Central Alabama, Inc. should do so in the following manner:

- 1) Bring the matter to the attention of the staff member with whom you are working. Request completion of a Complaint Form, if desired, to document the incident.
- 2) If you are not satisfied with the response, you should submit your complaint/grievance in writing to Agape's Executive Director. Contact info available at www.agapeforchildren.org. This letter must be dated and signed by you and should include the specific information regarding your complaint. The signed dated letter can be sent via mail or electronically through fax or email attachment. You will receive a response from the Executive Director no more than 30 days from receipt of your letter, and possibly much sooner.
- 3) If you are not satisfied with the response from Agape, you may write an additional letter to the Agape Board of Directors. You will receive a written response from the Board of Directors within 30 days from receipt of your letter. Address to Board Chair at Agape of Central Alabama, PO Box 230472, Montgomery, AL 36123.
- 4) If you remain dissatisfied, your complaint can be registered with the: Alabama Department of Human Resources, Licensing Division, 50 Ripley Street, Montgomery, AL 36130.

Complaints can also be filled directly through the Hague Complaint Registry, found here:

<https://adoptionusca.state.gov/HCRWeb/Welcome> Directions for filing a complaint with the Hague Complaint Registry can be found at the provided link.

2. Response to Complaints 96.41 (b)(c)(g)(d)

Agape's Executive Director or assigned staff will respond to the written complaint within thirty days of receipt, unless it is of time-sensitive nature or involves allegations of fraud, in which cases will be expedited. The Executive Director will take steps to investigate the complaint and make the record available to IAAME and to the Secretary upon request. If the individual who submitted the complaint is dissatisfied with the response to the complaint, Agape will provide them with information on the additional procedures available to them.



3. Tracking of

Complaints/Grievances 96.41(d)(f)(g)

The Executive Director or assigned staff will log complaints and keep written record of steps taken to resolve or address the grievance(s). These records will be made available to the accrediting entity or Secretary upon request. Agape provides IAAME and the Secretary, on a semi-annual basis, a summary of all complaints received during the preceding six months (including the number of complaints received and how each complaint was resolved) and an assessment of any discernible patterns in complaints received against the agency or person, along with information about what systemic changes, if any, were made or are planned by the agency or person in response to such patterns. The Director of Adoption Services, or a designated member of Agape's adoption team, is responsible for completing and submitting semi-annual reports to IAAME. Complaints are assessed through a multi-team member review between members of Agape's adoption team and the Executive Director, in which patterns are discussed and evaluated and responses to complaints are determined.

4. Discouragement of Complaints/Grievances 96.41 (e)

Agape nor its employees will make any efforts to discourage clients or prospective clients from making a complaint, nor will clients or prospective clients be retaliated against for making a complaint, expressing a grievance, providing information in writing or interview form to an accrediting entity, questioning employee conduct, or expressing an opinion about the performance of the agency or staff. This is ensured through annual staff and board member education on Agape's complaint policy and handling of complaints, as well as a multi-team member approach when complaints are received. Complaints are discussed and addressed with the direct worker involved in the incident, the worker's supervisor, and Executive Director.

5. Quality Assurance Measures 96.41(h)

Agape's Leadership Team will address grievances and complaints with the Executive Director, making suggestions for improvement, forming action plans, and examining patterns that may be present with the goal of improving adoption services and ensuring that prospective adoptive parents, adoptive parents, biological parents, and partnering agencies are satisfied with Agape's adoption services. Agape will make use of client satisfaction surveys and the complaint/grievance record to measure the agency's performance against data contained in the Secretary's annual reports to Congress on intercountry adoptions.



My signature confirms that:

This document was provided to me prior to my submitting an application for services.

I understand that Agape will not take any action to discourage me, or retaliate against me, a client or prospective client, for: making 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 the agency.

I understand that if I file a complaint, it will be documented in my case record, and that I will receive a response from Agape in a timely manner.

I understand that each complaint will be tracked and evaluated by Agape's Leadership Team unless specifically asked to remain private between worker and client.

Applicant 1

Date

Applicant 1

Date