



Protecting children.  
Strengthening families.

## Foster Parent Grievance Procedure

Name of Worker: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Kids Hope United is dedicated to providing the highest quality of services to our clients. We believe that to accomplish this, we must provide forums for our clients to give us feedback. The Kids Hope United Grievance Procedure was developed to establish a method of addressing issues and/or concerns that cannot be resolved informally between you and agency staff.

### What is a Grievance?

A grievance is a formal expression of concern about any particular issue thought to be unjust, unfair or abusive. Filing a grievance means putting in writing anything that you have experienced that you believe was harmful or unfair.

You have the right to file a grievance at any time without fear of retaliation. Kids Hope United is committed to consistently providing services to you while a resolution regarding your grievance is formulated.

### Foster Parent Law

Kids Hope United is committed to ensuring that the agency is in compliance with the Foster Parent Law. Each year we invite foster parents to review and provide feedback on our implementation of the Foster Parent Law. If at any point you feel we are in violation of the Foster Parent Law, or you have other unresolved issues or concerns, please complete the attached grievance form.

### When Issues or Concerns Arise

Discuss any issues or concerns with your caseworker or licensing worker as appropriate. Hopefully, you can reach a mutually agreed upon resolution through this process.

### What happens if my grievance is not resolved to my satisfaction?

If a satisfactory resolution to your grievance has not been agreed upon, the following steps should be followed:

1. Write the details of your grievance on the attached form. If you would like to provide additional information regarding the grievance, please attach it to the form. Once the form is completed, please send it to the appropriate Supervisor. The Supervisor will schedule a meeting within five business days of receiving your written grievance.

2. If a mutually agreed upon resolution is not met, the Supervisor will immediately send your written grievance to the Senior Vice President. The Senior Vice President will schedule a meeting with you within 10 business days.

3. If a mutually agreed upon resolution is not met, the Senior Vice President will immediately send your written grievance to the Executive Director. The Executive Director will schedule a meeting with you within 10 business days. You will be notified in writing of the final decision within five days of this meeting. This is the final level of the grievance process.

If your grievance remains unresolved and your issue or concern is within the guidelines of a service appeal, you have a right to file a service appeal with the State agency. If you are a foster parent in Missouri, you have the right to appeal to the alternative care review board.

\* A copy of the Kids Hope United Foster Parent Law Implementation Plan is available by contacting your case worker directly.

If your grievance remains unresolved and you are provided services through a DCFS (Illinois), DFS (Missouri) or DCF (Florida) contracted program, you may have the right to file a grievance with your State agency. Your grievance must be within the guidelines of the State agency.

# Foster Parent Grievance Form

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Date: \_\_\_\_\_

Foster parent name: \_\_\_\_\_

Caseworker name: \_\_\_\_\_

Is this a Foster Parent Law grievance?  Yes  No

Nature of complaint: \_\_\_\_\_

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Proposed resolution: \_\_\_\_\_

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Foster parent signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please mail completed form to:

Kids Hope United

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