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FOSTER PARENT LAW GRIEVANCE PROCEDURE

The Foster Care Program recognizes that at times differences of opinions 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 takes responsibility for open, direct communication and problem solving, the following is the procedure for expressing and resolving concerns when routine methods have not been successful. If the grievance is a violation of the Foster Parent Law, the complainant shall have the option of filing a grievance with Bethany for Children & Families and/or may file a Service Appeal through the Service Appeal Process as per Illinois Administrative Code, Part 337.

This grievance process is to be used by foster parents only 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, license revocations, etc.

At any point in the following process, foster parents may consult with the Foster Parent Association President, and/or DCFS Advocacy Office.

**Grievance Procedure:**

All clients, minor children, and their parents/legal guardians, participants, adoptive parents, and foster parents shall have the right of appeal of grievance arising out of a service delivery practice of Bethany for Children & Families. Appeals must be made in the sequence outlined below.

1. Concerns must first be discussed with Bethany for Children & Families staff member and the supervisor assigned to the case being served. In the event services are provided through a contract with the Illinois Department of Children & Family Services or the Iowa Department of Human Services, the agency supervisor may consult with the Illinois Department of Children & Family Services and the Iowa Department of Human Services regarding resolution of the concerns.
2. If the concern cannot be resolved through discussion and the aggrieved party desire to appeal further, the aggrieved party must submit a written statement of grievance within seven calendar days to the Illinois Child Welfare Division Director, who shall respond in writing within five working days to the aggrieved party.
3. If the aggrieved party is still not in agreement with the written response and desires to appeal further, the aggrieved party must request that the matter be referred to the president of Bethany for Children & Families. The Illinois Child Welfare Division Director shall then submit a written statement of this matter to the president within five working days of this request, including the written statement of the aggrieved party. The president will investigate the matter and give a written statement within five working days.
4. The Bethany for Children & Families Board of Directors must be notified of those grievances that reach the president. The president’s decision is final.

**I acknowledge receipt of this grievance policy.**

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Foster Parent’s Signature Foster Parent’s Signature

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Licensing Representative’s Signature Date