

ARDEN SHORE

Child and Family Services

ADMINISTRATIVE PROCEDURE

Department: Agency Wide/ Clinical Operations/Quality Improvement

Procedure Title: Foster Parent Grievances

Purpose: To provide a mechanism for Foster Parents to make and resolve complaints or disputes about services or conditions at Arden Shore. The grievance process is also 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 or license revocations, etc.

Procedure:

- All Foster Parents have the right to complete a grievance form at any time.
- If a Foster Parent makes a complaint, it is first addressed by the Foster Care Supervisor with the involved staff member and the foster parent in an attempt to resolve the issue by discussion/ negotiation.
- If a Foster Parent makes a complaint that cannot be resolved by discussion/negotiation between the foster parent and the personnel of the specific program, the Foster Parent Grievance Form is completed. Grievance forms are readily available in all of the agency's facilities. In addition, the Foster Parent can also contact the Director of Quality Improvement to receive a Foster Parent Grievance Form. Personnel will assist Foster Parents in completing the form if necessary.
- The Foster Parent Grievance form is forwarded to the Foster Care Supervisor and documentation of attempts to resolve the grievance is documented on the form. If the grievance is resolved, the completed Foster Parent Grievance form is forwarded to the Director of Clinical Operations with a copy to the Director of Quality Improvement. The Foster Parent will receive a written response, if requested..
- If the Foster Parent's grievance can not be resolved by the specific program coordinator/supervisor, it is then forwarded to the next level of management (i.e. Division Director or the Director of Clinical Operations or designees).
- The Division Director, Director of Clinical Operations or designees initiates an investigation into the Foster Parent's grievance. Such investigation includes but is not limited to face-to-face interview with the foster parent, interview with other personnel and a review of records. Activities involved in conducting the investigation and the findings of the investigation are documented on the Foster Parent's Grievance Form and the Foster Parent receives a written response. If the grievance is resolved, a copy of the completed Foster Parent Grievance Form is forwarded to the Director of Quality Improvement.
- If the grievance is not resolved, the Foster Parent may request a face-to-face meeting with the President & CEO.
- The President & CEO will review previous attempts to resolve the grievance and make a final decision. The President & CEO may bring in other Directors as necessary. The final decision will be documented on the Foster Parent Grievance Form and the Foster Parent will receive a written response

with the final decision. The completed Foster Parent Grievance Form is forwarded to the Director of Quality Improvement.

- Foster Parent grievances are resolved, if possible, within seven (7) business days.
- Foster Parent grievances are reviewed on a quarterly basis with the program of origination. In addition, the Management Team of Arden Shore is provided with aggregate data on a quarterly basis.

Special Considerations

If a Foster Parent grievance contains allegations of abuse or neglect, a report is made as required by law. If there is a language issue, the agency will provide an interpreter through out the process who is not affiliated with the client or the program.

Implementation, Monitoring, and Evaluation:

This procedure is effective as of the date indicated below. This procedure is reviewed and evaluated on an annual basis by the President/CEO. The Director of the Department is responsible for the implementation and monitoring of this procedure.

Approved by:

President/CEO

Effective Date