

GRIEVANCE AND APPEAL PROCEDURES

Adoptive or surrendering parent(s) may file a grievance in writing regarding any casework decision or action taken by Adoption Resource Associates (ARA) on their behalf. The grievance will be answered in writing within thirty days of receipt of the grievance. Grievances will be handled by the Executive Director.

Appeals of the aforementioned grievances may be filed in writing within two weeks of the grievance decision. Appeals will be reviewed by the Board of Directors, ARA attorney, or an independent consultant. Decisions will then be forwarded to the parent(s) in writing within two weeks of receipt of the appeal request.

WE HAVE RECEIVED THE GRIEVANCE AND APPEALS PROCEDURE

BY: _____

BY: _____

DATE: _____

For ARA