



POLICY

Persons served by Agape Adoptions dba Americans Adopting Orphans (Agape Adoptions dba AAO) may from time to time have a complaint, grievance, or question concerning Agape Adoptions dba AAO services, activities or staff. It is the general policy of Agape Adoptions dba AAO to treat every grievance or complaint seriously and to attempt to resolve every grievance or complaint promptly. Persons served should feel free to make recourse using the following procedure for any grievance, complaint or concern that has not been resolved to the complainant's satisfaction.

Agape Adoptions dba AAO will not take any action to discourage any complaint and grievance or retaliate against any person for: making a complaint; expressing a grievance; providing information in writing or interviews to an accrediting entity on the agency's or persons performance; or questioning the conduct of or expressing an opinion about the performance of an agency or person. **96.41 (e)**

In accordance with Hague Standard **96.41 (a)**, Agape Adoptions dba AAO shall provide the written complaint policies and procedures which incorporate the standards in 96.41 (b through g) with contact information for the Complaint Registry in the Welcome Packet documents and the Adoption Service Agreement.

PROCEDURE:

Every client, including, prospective adoptive parent, adoptive parent, adoptee or birth parent, who has received services from or had contact with Agape Adoptions dba AAO is important to us. Any client may make a complaint about Agape Adoptions dba AAO using this procedure. Complaints by prospective adoptive parent, adoptive parent, adoptee or birth parent about any services or activities of the agency or person, including foreign supervised providers, that the complainant believes raises an issue of compliance with the Convention, the Intercountry Adoptions Act (IAA), or Universal Accreditation Act (UAA) or the regulations implementing the IAA are initially discussed and mediated between the assigned Agape Adoptions dba AAO case manager and aggrieved party. The following level of staff will address the complaint before a written complaint is filed: Assigned Case Manager or other appropriate staff, Director of Social Services, and Executive Director. **96.41 (b)**

Agape Adoptions dba Americans Adopting Orphans
15605 Main Street East, Sumner, WA 98390
Office: 253.987.5804, Fax: 253.987.7657, www.agapeadoptions.org

Any complaint must be in writing, state with specificity the date and nature of the complaint, including names of persons involved, and be signed and dated by the complainant. Complaints may be filed via an email or via mail. **96.41 (b)**

Agape Adoptions dba AAO's Executive Director will respond within 30 working days of receipt of the written complaint. However, when a complaint involves time-sensitive matters or allegations of fraud Agape Adoptions dba AAO will provide expedited review of the complaint. **96.41 (c)**

An expedited complaint will be responded to within 7 business days of receipt.

The response to the complaint by Agency's Executive Director will be in writing. The response will contain a summary of facts and issues and specific findings and conclusions with regard to the issues. **96.41 (c)**

If the matter is resolved, Agape Adoptions dba AAO's Executive Director will prepare a signed, dated report documenting the resolution and file it in the appropriate Agape Adoptions dba AAO file. If the matter is not resolved to the satisfaction of the complainant, the complainant may, within ten working days of receipt of the Agape Adoptions dba AAO written response, request an appeal. The request for appeal must be in writing, addressed to the Agape Adoptions dba AAO Executive Director and must clearly and succinctly state the complainant's objections to the decision or conclusions of the Agape Adoptions dba AAO Executive Director. The Executive Director will transmit the appeal to the Agape Adoptions dba AAO Board of Directors within five (5) business days. **96.41 (d)**

The Agape Adoptions dba AAO Board of Directors shall review and consider all of the facts and circumstances involved. The Agape Adoptions dba AAO Board of Directors may, but is not obligated to, interview complainant and/or Agape Adoptions dba AAO staff. The Agape Adoptions dba AAO Board of Directors will issue a written decision within thirty working days of the date of complainant's written notice of appeal. The Agape Adoptions dba AAO Executive Director will notify the complainant of the Board of Directors' decision. All decisions made by the Board of Directors are considered final. **96.41 (c)**

If the complaint is not resolved amicably or to the satisfaction of the aggrieved party, the complaint, signed and dated, may be filed by any Prospective Adoptive Parent, adoptive parent or adoptee directly with Agape Adoptions dba AAO about any services or activities of the agency or person, including foreign supervised providers, that the complainant believes raises an issue of compliance with the Convention, the Intercountry Adoptions Act (IAA), UAA or the regulations implementing the IAA, complaints or grievances may be submitted via email or registered in writing by mail to:

Agape Adoptions dba AAO, Attn: Executive Director
15605 Main Street E
Sumner WA, 98390

If dissatisfied with Agape Adoptions dba AAO's response to the complaint, birth parents, prospective adoptive parent, adoptive parent or adoptee may lodge a complaint directly with the U.S. State Department via the Hague Complaint Registry, about any services or activities of the agency or person, including supervised providers, that the complainant believes raises an issue of compliance with the Convention, the Intercountry Adoptions Act (IAA), UAA or the regulations implementing the IAA. The Hague Complaint Registry can be accessed at the adoption.state.gov website (<https://travel.state.gov/content/travel/en/Intercountry-Adoption/about-adoption-service-providers/hague-complaint-registry.html>) or by calling the Department of State directly at 888-407-4747. **96.41 (a,b)**

Agape Adoptions dba AAO will not take any action to discourage complaint and grievance or retaliate against any person for: making a complaint; expressing a grievance; providing information in writing or interviews to an accrediting entity on the agency's or persons performance; or questing the conduct of or expressing an opinion about the performance of an agency or person. **96.41 (e)**

The Agency will maintain a written record of each complaint, and the steps it took to investigate and respond to it. Complaint summaries will be reviewed at each Board Meeting. Additionally, the Agency will make the complaint record available to the organization responsible for accrediting the agency on a semi-annual bases, or upon request. **96.41 (d & g)**

Agape Adoptions dba AAO will provide the accrediting entity and Secretary a summary of all complaints, pursuant to any services or activities of the agency or person, including supervised providers that the complainant believes raises an issue of compliance with the Convention, the Intercountry Adoptions Act (IAA) or the regulations implementing the IAA. on a semi-annual basis, or upon request. The summary will include the number, resolution, and quality improvement implementation as applicable. **96.41 (f)**

Agape Adoptions dba AAO consistently solicits feedback internally and externally regarding services provided to prospective adoptive parent, adoptive parent or adoptee. This feedback is reviewed by Agape Adoptions dba AAO Executive Director and staff to and improvements are implemented as applicable. All satisfaction surveys are documented and stored for future reference. **96.41 (f)**

During all stages of any grievance negotiation, mediation, or arbitration process, and at all other times, each party is solely responsible for any and all attorney fees, costs, and disbursements that party has incurred on its own behalf.