



## Agape Adoptions Complaint Policy and Procedures Hague Regulation 96.41 a-g

Persons served by Agape Adoptions dba Americans Adopting Orphans (Agape Adoptions) may from time to time have a complaint, grievance, or question concerning Agape Adoptions services, activities, or staff. It is the general policy of Agape Adoptions 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 provides written complaint policies and procedures that incorporate the standards in 96.41 (b through h) with contact information for the Complaint Registry in the Agape Adoptions Adoption Service Agreement. **96.41 (a)**

### **PROCEDURE:**

Every client, including, prospective adoptive parent, adoptive parent, adoptee or birth parent, who has received services from or had contact with Agape Adoptions is important to us. Any client may make a complaint about Agape Adoptions 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 staff manager and aggrieved party. The following level of staff will address the complaint before a written complaint is filed: Assigned coordinator or other appropriate staff, Director of Social Services, and Executive Director. **96.41 (b)**

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

Agape Adoptions 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 will provide expedited review of the complaint. All expedited complaint reviews will be completed within 7 working days. **96.41 (c)**

The response to the complaint by Agape Adoptions 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 Executive Director will prepare a signed, dated report documenting the resolution and file it in the appropriate Agape Adoptions 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 written response, request an appeal. The request for appeal must be in writing, addressed to the Agape Adoptions Executive Director and must clearly and succinctly state the complainant's objections to the decision or conclusions of the Agape Adoptions Executive Director. The Executive Director will transmit the appeal to the Agape Adoptions Board of Directors within five (5) business days.

**96.41 (d)**

The Agape Adoptions Board of Directors shall review and consider all the facts and circumstances involved. The Agape Adoptions Board of Directors may, but is not obligated to, interview complainant and/or Agape Adoptions staff. The Agape Adoptions 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 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 (d)**

Individuals are encouraged to use this complaint procedure without fear of retaliation. Agape Adoptions will take no action to discourage a complaint or to retaliate against any person making a complaint, expressing a grievance, questioning the conduct of, or expressing an opinion about the performance of Agape Adoptions and its services and staff.

**96.41 (e)**

A version of this procedure, without the following reporting and record-keeping provisions, will be provided to all clients at the time they are provided the adoption services contract.

**96.41 (a)**

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 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, Attn: Executive Director  
15605 Main Street E  
Sumner WA, 98390

Unresolved complaints may also be filed by any prospective adoptive parent, adoptive



parent or adoptee 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://adoptionusca.state.gov/HCRWeb/Welcome> **96.41 (b)**

Additionally, persons may report a concern with the accrediting entity (IAAME):  
<https://www.iaame.net/report-a-concern/>

Agape Adoptions maintains a hard copy file and electronic documentation of all complaints registered by prospective adoptive parent, adoptive parent or adoptee. The records detail, in writing, the steps taken to resolve the complaint. **96.41 (d)**

Agape Adoptions 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 performance; or questioning the conduct of or expressing an opinion about the performance of an agency or person.  
**96.41 (e)**

Agape Adoptions will cooperate and provide all information necessary to accrediting entities or authorities regarding any grievance registered against the agency.  
**96.41 (g)**

Agape Adoptions 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. Agape Adoptions complies with this standard by providing the accrediting entity a report twice yearly (April and October) through the monitoring and oversight process. The semi-annual report on complaints is submitted directly to the accrediting entity for the previous 6 months and includes the number of complaints and how each complaint was resolved. **96.41 (d) (f)**

Agape Adoptions consistently solicits feedback internally and externally regarding services provided to prospective adoptive parent, adoptive parent or adoptee. This feedback is reviewed by Agape Adoptions Executive Director and staff and improvements are implemented if patterns are noted and as applicable. All satisfaction surveys are collected for quality review and changes to policy or practices are made if warranted in response to any patterns. **96.41 (f)**

## RECORD-KEEPING AND REPORTING



1. Agape Adoptions will keep a record of each written complaint made pursuant to this procedure and which raises an issue of compliance with the Hague Convention and the U.S. implementing statutes and regulations. The written record will detail the steps taken by Agape Adoptions to investigate and respond to the complaint. This record will be maintained via a separate database maintained by Agape Adoptions and, if Agape Adoptions has a file for complainant, in complainant's file. **96.41 (d)**

2. Agape Adoptions will submit semi-annual report to the entity accrediting Agape Adoptions and to the U.S. Secretary of State. The reports will include the following information:

- A summary of all written complaints received by Agape Adoptions during the preceding six months. The summary will provide information about total complaints received and about how each complaint was resolved. **96.41 (d)**
- An assessment or evaluation as to whether the complaints reveal any discernable pattern or problem at Agape Adoptions. **96.41 (f)**
- If a discernable pattern or problem is apparent, a summary of any systematic or remedial steps made or contemplated by Agape Adoptions in response to the pattern or problem. **96.41 (f)**

3. When requested by the entity accrediting Agape Adoptions or by the office of the U.S. Secretary of State, Agape Adoptions will provide the record and any other requested information about complaints. **96.41 (d) (g)**