

## PURPOSE

To provide the foster parent(s) with a specific grievance policy and procedure to formally address complaints with the agency.

Grievances must be filed within thirty (30) days of disposition notification to be considered for review.

*Please refer to MEPA Complaint Policy for information on filing complaints of alleged discriminatory acts, policies, or practices in the foster care or adoption process that involve race, color, or national origin.*

## PROCEDURES

**Step 1:** The foster parent(s) should discuss complaints with assigned caseworker.

**Step 2:** If the complaint is not resolved in Step 1, the foster parent(s) should contact the immediate supervisor to discuss the situation. The supervisor will investigate the concern and report back, verbally or in writing to the foster parents within five working days.

**Step 3:** If these steps have not resolved the problem satisfactorily, the foster parent(s) may file a formal written grievance with the Executive Director. A grievance committee will be assembled and will schedule a meeting within five working days. *(Continued on next page)*

The grievance committee shall be chaired by the Deputy Director of Programs and shall consist of the following members:

- A) One foster care caseworker
- B) One Family Services supervisor
- C) Two foster parents, one of whom shall be an officer of the Athens County Foster Parents Association
- D) One Placement Services supervisor

**Step 4:** The grievance committee will have the functions of fact finding and recommendations to the Executive Director. The foster parent(s) may be present at the grievance committee meeting and may invite other persons if they wish. If a foster parent would like to bring an attorney, the foster parent(s) must notify the agency 24 hours prior to the meeting so that an agency attorney can be present. The meeting will not proceed if notice is not given regarding an attorney or unless the attorney removes him/herself from the grievance meeting.

Within three working days after the meeting, the grievance committee shall submit a written recommendation to the Executive Director with copies to the foster parent and other involved parties.

*(Continued on next page)*

**Step 5:** The Executive Director will review the grievance and recommendations and make a decision. A written reply of said grievance will be sent to the foster parent(s) within thirty days from the date the grievance was filed.

**Step 6:** If the foster parent(s) complainant is dissatisfied with the local agency decision, the foster parent(s) may request a hearing by the district office of the Ohio Department of Job and Family Services.

## OTHER PROVISIONS

In order to communicate the review/grievance policy to all individuals, the agency will provide an interpreter for individuals who speak a language other than English. Consultants from the Services for the Visually Impaired and Services for the Deaf and Hard of Hearing will be provided by the agency for individuals who are visually or hearing impaired.

Athens County Children Services shall document in the case record the complaint, the complaint review process and the findings of the complaint review.

A copy of this grievance policy will be forwarded to the grievant within three working days of his or her request.

# Grievance Policy:

This agency encourages those foster parent(s) who have a complaint or concern to first address it with their caseworker or supervisor. Open communication is the first step in resolving many differences and problems. The foster parent has the right to express concerns and grievances and to receive a prompt explanation concerning:

A) The denial, termination, or change of foster home certification, if foster parent(s) is dissatisfied with the explanation and final decision of the agency concerning certification, the matter can be appealed through the regular agency channels as outlined below, and if needed to the Children Services Licensing section of the Ohio Department of Job and Family Services.

-OR-

B) Issues concerning the implementation of the case plan and services to a foster child placed in the foster home.

Updated 05/19/11

Athens County Children Services  
Mission Statement

## Protecting Children Strengthening Families Securing Futures

Contact us for more information:  
Phone (740) 592-3061  
Fax (740) 593-3880  
[www.athenschilchildrenservices.com](http://www.athenschilchildrenservices.com)

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Athens County Children Services

# Grievance Policy

For Foster Caregivers and Foster  
Caregiver Applicants

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Protecting Children • Strengthening Families • Securing Futures

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