

## COMMITMENT TO EXCELLENCE

All clients and service providers of Children's Hope International have the right of grievance on matters related to fair and equitable provision of Agency services. The grievance procedure is as follows:

1. When it becomes known that a client is registering a grievance relating to service, a meeting shall be scheduled with the client, the Direct Service Worker, and Program Supervisor to clarify the issue and attempt to resolve the conflict.
2. If resolution is not achieved in this meeting, the client may submit a written statement of the grievance to the Social Services Director within 30 days.
3. If the grievance continues to be unresolved, the Executive Director shall respond to the client regarding the grievance within 30 days.
4. If the grievance continues to be unresolved, the client has the right to appeal in writing within 30 days to the CHI Board of Directors.
5. The CHI Board of Directors shall make the final decision on the matter.
6. The client has the right to contact the Department of Children and Family Services in their state for assistance.
7. The client has the right to file a complaint with the U.S. State Department Complaint Registry. Their contact information is:  
[http://adoption.state.gov/hague\\_convention/agency\\_accreditation/complaints.php](http://adoption.state.gov/hague_convention/agency_accreditation/complaints.php)

I HAVE RECEIVED THE GRIEVANCE PROCEDURES

\_\_\_\_\_  
Client

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client

\_\_\_\_\_  
Date

\_\_\_\_\_  
Children's Hope International

\_\_\_\_\_  
Date