



## Policy and Procedures: CLIENT GRIEVANCE IN HAGUE CONVENTION ADOPTIONS Journeys of the Heart

Any person(s) served by Journeys of the Heart (JOH) has the right to express his/her grievance(s) with regard to services, personnel, or policies. Grievance procedures are provided to all applicants for services at the time of application and to persons served at the initiation of a grievance. There will be no retaliation against any person filing a grievance.

The following procedure should be followed to express a grievance:

The person(s) with the complaint should speak first with their program coordinator or the JOH staff person that he/she has been working with directly.

If the complaint or grievance is not resolved to the satisfaction of the complainant, he/she should write a letter explaining the complaint and send it to the JOH executive director (P.O. Box 39, Hillsboro, OR 97123)

The JOH executive director will review the written complaint and will start an investigation into the complaint within two business days of JOH receiving the written complaint. The Executive Director will respond in writing within 10 working days of receiving the complaint with copies to the appropriate licensing body along with the original written complaint. In cases where time is of extreme essence or fraud is alleged the JOH Executive Director will strive to respond to the complaint within 24 hours or as soon as the complaint can be reasonably researched.

If extenuating circumstances exist which require additional time for resolution, an interim report shall still be provided to the complainant and to the appropriate licensing body at the 10 day point, with a final report at the conclusion of the investigation. The interim report shall include the reason for the delay and an estimated date, not to exceed 30 days, for completion for the investigation and response. The interim report to the appropriate licensing body will include a copy of the original written complaint.

If the person with the complaint is not satisfied with the decision of the JOH Executive Director, the person:

- (a) May pursue the dispute resolution procedure specified in the JOH Contract for Adoption Services, if the person is a party to the JOH Contract for Adoption Services.
- (b) May file a complaint related to the adoption related services provided by JOH that are regulated by the U.S. laws implementing the Hague Convention on Intercountry Adoption with the U.S. Department of State through its Complaint Registry at: <https://adoptionusca.state.gov/HCRWeb/WelcomeForm.aspx>

The JOH Office Manager will maintain a log of grievances and will record the date the complaint was received and all subsequent communications to track JOH's compliance with this policy. All documents that form a part of this grievance procedure will be maintained by JOH in the complainant's case file. The case file shall note the date of receipt of all letters from complainant pertaining to an issue, claim or complaint.

All time limits specified in this procedure may be reasonably enlarged in the event of extraordinary circumstances.

This grievance procedure has been reviewed and understood by the undersigned.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date