SPERO FAMILY SERVICES

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Adolescent and Specialized Foster Care Program

Foster Parent Grievance Procedure

Spero Family Services strives to provide quality service to the children and families we serve and to provide the best working condition with our foster parents. Spero Family Services encourages an open and honest atmosphere in which problems, complaints, suggestions and/or questions receive a timely response from the Foster Care Supervisor. If a foster parent is dissatisfied with the services provided and/or a decision made, they have the right to have their complaint and/or problem addressed through the process listed below. No foster parent will be treated unjustly for voicing a complaint with Spero Family Services in a reasonable manner or for using the grievance process.

A grievance is defined as concern, complaint or unresolved disagreement between Spero Family Services and a foster parent.

Submitting a Grievance

If the foster parent has attempted to resolve an issue informally through the persons involved and did not come to a mutually agreeable resolution, the foster parent should complete and submit the **Foster Parent Law Grievance form** and submit it to the agency for review and investigation.

Procedure:

Step 1 – Foster Care Supervisor

The foster parent should first discuss his/her concern with the Foster Care Supervisor either verbally or in writing. A foster parent may initiate Step 1 of the grievance procedure online at www.sperofs.org/contact/. If a grievance is filed verbally, the foster parent must inform the supervisor of his/her concern and advise the supervisor that this constitutes Step 1 of the grievance procedure. All grievances must be presented at Step 1 no later than ten (10) working days from the date of the event that resulted in the concern. The Foster Care Supervisor shall respond to the foster parent within ten (10) working days from when the grievance is presented to the supervisor. If the oral grievance is not resolved to the satisfaction of the foster parent and the supervisor, the foster parent may pursue the grievance by requesting that it be moved to

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Step 2 – Chief Program Officer

If the conflict or concern is between the foster parent and the Foster Care Supervisor, the foster parent may request a meeting with the Chief Program Officer and the Foster Care Supervisor to try to resolve the complaint/issue.

In the event the grievance is not resolved in Step 1, the foster parent may request a meeting with the Chief Program Officer to try to resolve the complaint/issue, within five (5) working days from the receipt of the answer of the Foster Care Supervisor in Step 1. Within ten (10) working days of meeting with the foster parent, the Chief Program Officer will provide the foster parent with a response to the grievance.

Step 3 – President/CEO

In the event the grievance is not resolved in Step 2, the foster parent may present their grievance in written form to the President/CEO, within five (5) working days from the receipt of the response from the Chief Program Officer in Step 2. The President/CEO may exercise either of the following options:

1. After receiving the written grievance, he/she will schedule a meeting with the foster parent to resolve the issue.

2. If the President/CEO does not schedule a meeting with the foster parent, he/she will provide the foster parent with a written response within fifteen (15) working days of receiving the written grievance.

3. The decision of the President/CEO is final.

A foster parent may withdraw their grievance at any step of the procedure by notifying the Foster Care Supervisor, Chief Program Officer, or the President/CEO. If a foster parent does not follow the grievance procedure, including time frames, the grievance will be considered withdrawn.

Copies of all grievance-related materials, including but not limited to the outcome of the grievance, will be maintained by the Spero Family Services' Director of Quality.

The Spero Family Services' Foster Parent Law Grievance Procedure was developed with foster parent input. The Spero Family Services foster parent grievance procedure cannot be used to address issues that are covered by the service appeal process, appeal process for indicated cases of child abuse/neglect, or the process for appealing licensing investigation findings or license revocations.

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Licensing Grievance/Appeal
To the Illinois Department of Children and Family Services

The following issues related to licensing, per IL DCFS Rule 337, may be appealed by contacting the Administrative Hearing Unit of the IL Department of Children & Family Services:

- Decisions made by Spero Family Services which directly affect the foster parent, such as payment issues.
- Decisions made by Spero Family Services regarding services provided for the benefit of foster children in care, such as day care, medical, educational, and psychological.
- Failure to provide services as specified in the service plan for the benefit of the foster children in care. This does not include services provided to the biological family, such as family therapy or family counseling.
- A change in the child's substitute care placement. This does not include placement with the biological or adoptive parent(s), relative(s), or sibling(s), placements for the purposes of adoption as ordered by a court, or return to an unrelated individual(s) with whom the child resided prior to entering substitute care.

All requests for service appeal related to the above stated licensing issues should be forwarded by the foster/adoptive parent to:

> The Administrative Hearings Unit
> Department of Children & Family Services
> 160 North LaSalle, 6th floor
> Chicago, IL 60601

FOSTER PARENT

GRIEVANCE AND APPEAL

POLICIES AND PROCEDURES

I/We, _____, acknowledge that I/We received the Grievance and Appeal policies and procedures in accordance with Illinois' Department of Children and Family Services – Rules 337 and Spero Family Services Grievance Policy.

I/We commit to reading these policies and will follow the process of the said policies. If I/We have any questions, concerns or suggestions, I/We will talk to my/our Case Manager or Licensing Specialist.

_____   _____

Signature   Date

_____   _____

Signature   Date