



GRIEVANCE AND COMPLAINT PROCEDURE

Adopt International permits any birth parent, prospective adoptive parent, adoptive parent, or adoptee to lodge a complaint or appeal about any services or activities of the agency that such person believes are inconsistent with the Intercountry Adoption Act of 2000 or Hague Regulations.

Adopt International will not take any action to discourage a client or prospective client from making a complaint, expressing a grievance, questioning the conduct of, or expressing an opinion about the agency or its employees.

Adopt International will not retaliate against a client or prospective client for making a complaint or expressing a grievance, expressing an opinion or questioning conduct.

Adopt International will respond to all complaints and grievances within 30 days of receipt of such a complaint.

Adopt International will also provide expedited review under the following circumstances:

- If the complaining person demonstrates that matters are time sensitive
- Complaint or grievance involves allegations of fraud

Adopt International will investigate and respond to each complaint in writing.

Adopt International will maintain a record of each complaint and the steps it took to investigate and respond to it.

If the complainant is dissatisfied with the response to the complaint, the complainant may request reconsideration by writing to the President of the Board of Directors at the address provided below. If the Board of Directors does not respond within 15 days, the complainant may submit their complaint in electronic format to Department of State's Complaint Registry*. The complainant may lodge a complaint with the Hague Complaint Registry in accordance with Hague Regulation 96.70. Please note that COA assigned to review and resolve complaints will verify that the complainant has already attempted to seek resolution through the agency's internal procedures prior to consideration.

Adopt International has a quality improvement program which assists us in making systematic efforts to improve our services as needed. We use methods such as reviewing all complaints, client satisfaction surveys, and personal discussions with clients. We are also able to compare our practices and performance against the data contained in the Department of State's annual reports to Congress on international adoptions.

Adopt International will make all complaint record available to COA on a semi annual basis or upon request.

All complaints and grievances should be sent to:

Lynne Silver, Executive Director
Adopt International
1000 Brannan St. Suite 301
San Francisco, CA 94103

*For more information please visit: <http://adoptionusca.state.gov/HCRWeb/WelcomeForm.aspx>