



Adopt Abroad, Inc.
1424 N. 2nd St. Harrisburg, PA 17102

Grievance and Dispute Policy (Hague Regulation 96.41)

Adopt Abroad, Inc. wants to provide the highest quality service possible for our clients, therefore, if during your relationship with our agency you believe you have been wronged or had an unfair judgment made against you either by Adopt Abroad, Inc. or by persons representing Adopt Abroad, Inc., we would appreciate your communicating that conviction to us.

Adopt Abroad, Inc maintains an open door policy for client grievances. Any client may, without repercussion, ask for a formal review of any matter he/she believes to be unfair or in regards to actions taken by Adopt Abroad, Inc. It is understood that client standing with Adopt Abroad, Inc shall not be adversely affected in any way by the client's use of the complaint procedure. Adopt Abroad, Inc. will take no action to discourage a client or prospective client or adopted individual from expressing a grievance, providing information in writing or interviews to an accrediting entity on the agency's performance or questioning the conduct of or expressing an opinion about the performance of Adopt Abroad, Inc.

The following procedure will help you file and pursue a grievance petition in an expeditious manner.

Procedure: As a first step, discuss your concerns with your social worker and hopefully a resolution to the problem can be achieved.

1. Send a written request to Adopt Abroad, Inc. for a grievance review as soon as possible after the circumstance for which the complaint is being made. The written request must specifically state the facts, date, and persons involved in the incident. It must be signed. If the grievance concerns information obtained through a criminal history check or FBI criminal record, the grievance request may be sent to the State of Pennsylvania Services to Children and Families, Adoption Branch.
2. Within 30 days of receipt of the written request, the Executive Director and/or Social Work Supervisor Adopt Abroad, Inc. will review the grievance. In doing so, Adopt Abroad will give consideration to all persons involved and will attempt to resolve the matter by mutual cooperation and consensus.

Initials _____

3. Adopt Abroad Inc. will provide written notice of any resolution or decision within 30 working days.

4. Adopt Abroad, Inc. works under the principal of “best interest of the child”.

If your complaint involves a HAGUE COUNTRY ADOPTION, you may contact the Hague Complain Registry, which can be found on the US State Department website www.state.gov/hague/overview/complaints.htm. Alternatively families can send written notification along with their supporting documentation to:

U.S. Central Authority, US Dept of State, Bureau of Consular Affairs, Office of Children’s Issues, Adoption Unit (SA-29) 2201 C Street, NW, Washington, DC 20520.

Pennsylvania Licensing Board: Dept of Public Welfare, Office of Children, Youth & Families Bureau of Child & Family Services, Central Region POB 2675, 3 Ginko Dr. Hilltop Building, 2nd Fl. Harrisburg, PA 17110. Ph: 717-772-7702

Signature of adoptive parent

date

Signature of adoptive parent

date

Initials _____