

**UMCH Family Services**

**POLICY 903**

**Supercedes Policy # 903**

**Date: July 27, 2012, January 14, 2011 revision, January 1, 2003, November 30, 2010 revision**

**Subject: FOSTER CARE GRIEVANCE POLICY**

**Rule/Code Reference: OAC 5101:2-5-13 (ODJFS)**

**Related Standards: FC (COA 8<sup>th</sup> Edition Stds.)**

**Revised Date: 11/2/2012**

**Effective Date: 11/12/2012**

**Approved by Ex. Dir.:**

**Date Reviewed by Board of Trustees:**

**Authority:**

This policy is issued in accordance with the Code of Regulations of the Board of Trustees of the UMCH Family Services which delegate authority to the Executive Director/President/C.E.O. to administer all UMCH programs and functions in a manner consistent with policies approved by the Board of Trustees.

**Purpose:**

The purpose of this policy is to describe the process for methods for hearing grievances and resolving differences with a foster caregiver or applicant related to the requirements of chapter 5101:2-7 of the Ohio Administrative Code (OAC) and UMCH policies and procedures.

**Applicability:**

This policy applies to all family foster caregivers and specialized foster caregivers and applicants for foster caregiving.

**Policy:**

It is the practice of UMCH to:

- 1) See that all foster parents, foster parent applicants, children and their families receive fair and equitable treatment
- 2) Provide an easily accessible procedure for expressing dissatisfaction
- 3) Foster good relations through communication and reconciliation of any problems.

A complaint may be filed by a foster parent or foster parent applicant regarding services, agency policies, treatment or the requirement of OAC 5101:2-7 .The complaint procedure will be completed within 30 days of the filing. There will be no adverse reaction, harassment or intimidation for any person filing a complaint.

1. A family or specialized foster caregiver should discuss concerns or problems with the Treatment Coordinator with whom they are assigned to work. An applicant for foster caregiving is encouraged to discuss concerns with the UMCH licensing specialist assigned to conduct their homestudy. In many instances, communication regarding a concern may allow for a problem to be readily addressed or brought for supervisory or administrative review and resolved satisfactorily.

2. When a problem persists, the following steps are to be taken:
  - a. A Team meeting shall be called to order to address concerns by any member of the treatment team and supported/attended by management of said department of concern.
  - b. If a Team meeting does not resolve the matter, a foster caregiver or applicant may present his or her written grievance outlining the problem in detail, the steps the grievant has already attempted to resolve the situation, and including the remedy being sought to the Treatment Foster Care Program Manager. Should the Treatment Foster Care Program Manager be the subject of the foster caregiver's grievance, the grievance shall be directed to the Executive Director/C.E.O./President. An action plan will be developed to resolve the grievance presented by management team.
    1. Communication regarding complaint should be shared by Treatment team with Executive Director/C.E.O./President in reasonable timeframe.
  - c. In the event the complainant does not believe a fair solution resulted from the conciliation, he or she can submit a written request to speak directly with Executive Director/C.E.O./President.
  - d. The grievant may contact UMCH to appeal the decision and request a hearing only for actions involving the denial or revocation of a foster home certificate.
3. UMCH maintains a complete record of all complaints, including responses and actions taken. All resolutions will be in writing and a copy of the resolution will be maintained in the foster parent's file (if applicable) and by the Treatment Foster Care Program Manager.
4. UMCH operates all services in program on a non-discriminatory basis, as required by the Civil Rights Act. All complaints concerning alleged discriminatory acts shall be addressed pursuant to OAC 5101:2-33-03.