



Foster Family Agency  
"Our Children...  
Our Communities...  
Our Legacy..."

## GRIEVANCE POLICY

During the pre-certification process, you have the right as a Resource Family Applicant to address your concerns directly with your Home Study Practitioner and their supervisor at any time by request.

After a child has been placed in your home, your assigned social worker will be available to discuss any questions you may have regarding a child's placement. If you are having particular problems or concerns, you may ask for an appointment with your social worker. You may also request a conference with his/her supervisor.

In addition, the policy of *Ready for Life* makes provisions for a Grievance Review if you are dissatisfied with an action taken by *Ready for Life* regarding your certification and/or the child placed in your home. The procedure is as follows:

Applicant is hereby given notice of rights regarding grievance review procedures. Regulation Code 35215 states applicants or prospective adoptive parents have the right to file a grievance regarding any agency action before a petition for adoption is filed. The request for a grievance review hearing must be filed within thirty (30) days of the agency action which is the subject of the complaint.

Such grievance request must:

1. A consumer grievance must be submitted in writing via the *Ready for Life* Grievance Review Request Form within thirty (30) days of the agency action, which is the subject of the complaint.
2. State specifically the facts surrounding the action complained of.
3. Be signed by the applicant or prospective adoptive parent or his/her authorized representative.
4. If your complaint is specific to adoptive child placement, it must also be submitted to the CDSS-Adoptions Branch if the grievance concerns an action taken by a private adoption agency based on the FBI Criminal Record.

No request for grievance will be granted if based solely on:

1. Any action of the agency in compliance with a court order.
2. A question regarding the validity of a statute or regulation.
3. Any issue for which a state hearing is available under Welfare and Institutions Code Section 10950.

The grievance shall be heard within ten (10) working days of receipt of the written request and all parties receive notice not less than five (5) days prior to the hearing. The Grievance Review Request Form should be submitted to the following address:

Ready for Life  
Grievance Review Committee  
P.O. Box 991393  
Redding, CA 96099

Ready for Life  
Foster Family Agency  
962 Maraglia Street  
Redding, CA 96002  
PO Box 991393  
Redding CA, 96099-1393

T (530) 222-1826  
F (530) 225-8780  
Facility Lic 455 002 824  
www.readyforlife.net

Upon receipt of the written grievance, the Grievance Review Committee will, within five (5) business days, acknowledge the grievance in writing and schedule a conference with the applicant and will ensure there is at least one level of review not involving the person about whom the complaint has been made or the person who reached the decision under review. The applicant, any witnesses and staff members have the option to:

- a. Present and establish facts and evidence relevant to the grievance.
- b. Discuss, question or refute material presented.

**5.** The grievance review hearing shall:

- a. Be conducted in a non-adversarial atmosphere insofar as possible.
- b. Be recorded by the agency
- c. Be limited in attendance to the parties to the grievance review hearing, their authorized representatives, if any, and witnesses while testifying, shall be the only persons authorized to be present during the grievance review hearing unless all parties and the Grievance Review Committee agree to the presence of other persons.
- d. If the Grievance Review Committee determines that additional evidence or witnesses are necessary to make a recommendation to the agency director, the Grievance Review Committee shall continue the grievance review hearing period not to exceed ten (10) working days.

**6.** The Grievance Review Committee shall make a written recommendation to the agency Administrator regarding resolution of the grievance within five (5) working days after completion of the hearing.

- a. The agency Administrator shall make a written decision within five (5) working days of the receipt of the recommendations of the grievance review agent, based upon the evidence presented at the hearing.
  - i. If the agency Administrator is unable to make a decision or is a party to the action, the Executive Director in combination with the Board of Directors will make the final decision.
  - ii. The written decision shall:
    1. Summarize the facts and issues involved.
    2. Make the specific findings regarding the issues.
    3. Be sent to:
      - a. Each party to the grievance
      - b. Each authorized representative of each party, if any.
      - c. The department.

**7.** If the decision is not satisfactory to the consumer, the consumer may request, in writing within ten (10) business days, a review and consideration by the Executive Director and the Board Members. The applicant will be granted a conference (in person or telephone) if requested in writing.

**8.** The Executive Director, in consultation with the Board Members, will arrive at a final decision within fifteen (15) business days.