



GRIEVANCES & CONFLICT

Our goal is to maintain a comfortable environment for everybody. We do this in several ways:

- By treating each individuals with respect.
- By recognizing that each of you is essential to CHILD Link
- By maintaining direct communications and ensuring that you can speak directly and openly with our Management team

It's our policy to provide a comfortable environment. To achieve mutual respect and understanding, a cooperative working relationship must be developed and maintained among all.

Level One-Foster Care and Licensing Supervisor

The first step is an informal one. You should discuss your grievance with the immediate supervisor, or the Licensing Supervisor. If a mutually satisfactory resolution is not reached at this level, then the employee may file a formal grievance with the immediate supervisor, or someone else in management.

Level Two Director (Cc: CEO)

The filing of a formal grievance begins with a written statement to the Director of Foster Care, management team, within two weeks following the informal procedure. Copies of the formal grievance should be forwarded to the CEO. The immediate supervisor must respond in writing within two weeks. Copies of the response are forwarded to the appropriate personnel.

Level Three-CEO

If the concern is corrected with the immediate supervisor's response, a written appeal may be filed with the CEO within two weeks following the receipt of the immediate supervisor's response. The CEO must respond within two weeks. Copies must be forwarded to the appropriate personnel.

Submitting a Grievance

If you have attempted to resolve an issue informally through the persons involved and did not come to a mutually agreeable resolution, please complete and submit this form.

FOSTER/ADOPTIVE PARENT INFORMATION	
Foster /Adoptive Parent Name	
Provider Number	
Street Address	
City, State, Zip Code	
Phone Number Day:	Evening:

Email Address	
Case Name	
Case ID#	
Worker's Name	
Worker's Phone #	
Office Location	

DCFS Rule 340 requires all DCFS regions and private agencies involved in foster care by contract with the Department of Children and Family Service have a procedure in place to address violations of the Illinois Foster Parent Law. This process is to be used only for grieving alleged violations of the Foster Parent Law that are not covered by an already existing grievance or appeal process. For example, service appeals, indicated cases of child abuse/neglect and licensing investigation findings or revocations would be addressed through other channels.

Retaliation is prohibited. Any circumstances of perceived retaliation should immediately be reported to:

DCFS Advocacy Office 217-524-2029 or 800-232-3798 dcfs.advocacy@illinois.gov
DCFS Office of Caregiver & Parent Support 217-782-2947
DCFS.StatewideFosterCareAdvisoryCouncil@illinois.gov