



HOLSTON UNITED METHODIST HOME FOR CHILDREN

ADOPTION RIGHTS AND GRIEVANCES PROCEDURE

All prospective adoptive families have the right to express his/her grievance(s) with regard to the agency's practices, personnel, or policies. Per Hague standards and regulations, the following grievance procedures are provided to all applicants for services at the time of application and to persons served at the initiation of a grievance. There will be no retaliation against any person filing a grievance.

In the event of a misunderstanding or complaint during the course of your home study or any other adoption or post-adoption service being provided by Holston United Methodist Home for Children (HUMH) or any provider providing services under the supervision of HUMH, the following grievance procedure should be followed. This procedure applies to prospective adoptive parents and to children who may have concerns about their adoptive placement, the agency's compliance with the Convention, the IAA, or its regulations. This procedure shall be discussed with the prospective adoptive parents (and the adopted child if age appropriate when the child becomes available) and must be signed at the time of contracting for services by the prospective adoptive parents. They must be given a copy of the contract with the procedure on it and a copy of the grievance form at the time of contracting. All adoption grievances submitted and the resulting action at any and all steps of the procedure will be made available to the Department of State and to the Council on Accreditation upon request. HUMH will provide a list of complaints to the Accrediting Entity (IAAME) and to the department of State every six months.

STEP 1

Discuss the concern with the Adoption Specialist. Often, discussing the concern with the Adoption Specialist results in an agreeable resolution. If the Director of Adoptions is serving in the role of Adoption Specialist, discuss the concern with the Director of Adoptions.

STEP 2

If the complainant(s) is/are unable to talk with their Adoption Specialist or if the problem is not resolved, they are encouraged to write a summary of their concern or complaint and submit it to the Director of Adoption. The Director will schedule a meeting with the complainant(s) and the assigned Adoption Specialist to attempt to resolve the issue. The complainant(s) will receive a written response to this meeting within three working days of the meeting with the Director of Adoptions. A copy of the written complaint will be forwarded to the Director of Best Practices for tracking. If the Director of Adoptions is serving as the Adoption Specialist, and the concern or complaint has already been discussed with them, then follow STEP 3.

Director of Adoption contact information: Trista Herren, Adoption Director:
Email: tristaherren@holstonhome.org Address: P.O. Box 5532 Johnson City, TN 37602

*Providing hope and healing for a brighter future by sharing the love of Jesus
with children and families struggling with life's challenges.*

404 Holston Drive, Greeneville, TN 37743 • 423-638-4171 • www.HolstonHome.org



Enhancing Trust

STEP 3

If the complainant(s) are not satisfied with the resolution by the Director of Adoptions; the grievance, along with the written response to the previous meeting, will be submitted to the Administrator of Family Services. The Complainant(s) will receive a written response within three working days.

STEP 4

If the complainant(s) are not satisfied with the resolution by the Administrator of Family Services, the grievance and the other written responses will be submitted to the Vice President of Program Services. The complainant(s) will receive a written response within three working days.

Step 5

If the complainant(s) are not satisfied with the resolution by the Vice President of Program Services, your grievance and all previous written responses will be submitted to the CEO/President for final resolution. The complainant(s) will receive a written response within three working days.

Step 6

At the point of resolution, a summary will be submitted to the Director of Best Practices for tracking.

A Hague Convention on Intercountry Adoptions Complaint Registry is also available for any prospective adoptive family that has any concerns or complains regarding the ethical standards, professional practices, and principles of the Hague Adoption Convention, the Intercountry Adoption Act (IAA), the Universal Accreditation Act (UAA), and their implementing regulations regarding the services of Holston United Methodist Home, or the family’s placing agency, The US central authority, US Department of State, maintains the complaint registry at: <https://adoptionusca.state.gov/HCRWeb/Welcome>

The agency will provide to the Accrediting Entity and the State Department the following information on a semi-annual basis or upon request:

1. A summary of the complaints
2. The agency’s response to the complaint
3. Any discernible patterns with the complaints
4. Any changes the agency has made or plans to make in response to the complaints.

At no point may the agency or any person take any action to discourage a client or prospective client from, or retaliate against a client or prospective client for: making a complaint; expressing a grievance; providing information in writing or interviews to the Complaint Registry on the agency or person’s performance; or questioning the conduct of or expressing an opinion about the performance of an agency or person.

This grievance procedure has been discussed with me and I have been given a copy of it.

Applicant Signature

Date

Applicant Signature

Date