

Catholic Charities of the Diocese of La Crosse, Inc.

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| Procedure Name: | Client Grievance Procedure (425) |
| Relevant Policy: | Client Grievance Policy (425) |
| Applicable to: | All staff and volunteers |
| Location: | COA:/Procedures/Client & Agency Relations Procedures |
| Approved by: | Dawn Kay |
| Effective Date: | 10/20/2008 |
| Date(s) of Revision: | 6/14/2010, 8/31/2017, 04/26/2019; 06/01/2021; 05/18/2022 |
| References: | COA RPM 2.02, CR 1.01,1.05; IAAME 96.41 |

425 CATHOLIC CHARITIES CLIENT GRIEVANCE PROCEDURE

425.30 Grievance Procedure.

425.31 Informal Process: (Optional) All clients are encouraged to first talk with staff about any concerns regarding their treatment or services. However, this informal process is not required before filing a formal grievance.

425.32 Formal Process: Any client who wishes to file a formal grievance can do so by completing a Client Grievance Form. A staff member can assist clients in the completion of this form if desired. The Client Grievance Form shall be forwarded upon receipt to the Performance & Quality Improvement Director.

425.33 The Performance & Quality Improvement Director shall conduct an independent review of the complaint within 24 hours of receiving it and will work with the appropriate Program Director to resolve the grievance. The review will include statements from all involved individuals and documentation of actions taken. The effectiveness of actions taken will be monitored if necessary. Unless the grievance is resolved informally, the Performance & Quality Improvement Director will formulate a written response to the complainant that will be mailed no later than thirty (30) days from receipt of the complaint. If a complaint is time-sensitive or involves allegations of fraud, an expedited review will occur. If the complaint is about a Program Director, the Performance & Quality Improvement Director will work with the Executive Director to resolve the grievance in the same manner. If a written response is formulated, the response shall state what steps, if any, will be taken on the matter and the Agency's position as to the merit of the complaint. The Performance & Quality Improvement Director shall maintain a file of all client grievances received.

425.34 If the Program Director or Performance & Quality Improvement Director is unable to respond within the time allowed, another staff member will be designated to respond to the complainant.

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425.35 If the complainant is not satisfied with the response and action of the Performance & Quality Improvement Director and Program Director, the complainant may submit a written statement to the Executive Director at the following address:

Executive Director
Catholic Charities of the Diocese of La Crosse, Inc.
3710 East Avenue South
La Crosse, WI 54601

Upon receiving such a request, the Executive Director shall investigate the complaint and either resolve the grievance informally or mail a written response to the complainant no later than thirty (30) days from the receipt of the complaint. The response shall state what steps, if any, will be taken on the matter and a position as to the merit of the complaint. If the Executive Director is unable to respond due to a schedule conflict, the response shall be provided by a staff member designated by the Executive Director.

425.36 If the complainant is not satisfied with the response and action of the Executive Director, he or she may request an opportunity to submit an oral and/or written statement to the Client Grievance Committee. Upon receiving such a request, the Executive Director shall notify the chairperson of the Grievance Committee, who shall call a meeting of the Grievance Committee within a reasonable time to consider the matter. The complainant may appear at the meeting and may be accompanied by another person. Necessary Catholic Charities staff may also be present.

425.37 Upon request, the complainant shall be afforded a reasonable opportunity to dictate a brief statement to a program staff member who shall transcribe the statement and include it in the complainant's file.

425.38 In hearings before the Client Grievance Committee, a record of the hearing shall be kept, plus a record of the findings and decisions of the committee. These records shall be made a part of the client's grievance file.

425.40 The Client Grievance Committee shall review the complaint and determine an appropriate course of action.

425.41 A file containing every complaint and a statement of its disposition shall be preserved by the Performance & Quality Improvement Director. The file shall include any written statement submitted by the complainant.

425.50 State Review

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425.51 Family Services: In addition to the procedures outlined above, any requester or birth parent not satisfied with an action taken by Catholic Charities of the Diocese of La Crosse, Inc. regarding the adoption programs may ask the Wisconsin Department of Children & Families to review the action. Requests for a review by the Secretary or a designee should be addressed to:

Department of Children & Families
Division of Safety & Permanence
P.O. Box 8916
Madison, WI 53708-8916

425.52 Disability Services: In addition to the procedures outlined above, any participant receiving services for developmental disabilities has rights under Wisconsin Statue sec. 51.61(1) and HFS 94, Wisconsin Administrative Code. Please consult with the Performance & Quality Improvement Director for more information.

425.53 The program shall also make available, upon request by any party, the Equal Opportunity Complaint Review Procedures of Catholic Charities of the Diocese of La Crosse, Inc.

425.60 Any birth parent, prospective adoptive parent or adoptive parent, or adoptee having complaints related to issues of compliance with the Hague Convention, the IAA, the UAA or the regulations implementing the IAA or UAA may submit them to the Hague Convention on Intercountry Adoptions Complaint Registry if the complaint cannot be resolved through the Catholic Charities of the Diocese of La Crosse grievance process. Complaints should be submitted to:

Attn: U.S. Central Authority
U.S. Department of State
Bureau of Consular Affairs
Office of Children's Issues, Adoption Unit
(SA-17, Floor 09)
2201 C Street, NW
Washington, D.C. 20522-1709
(888) 407-4747

425.61 Semi-annually, Catholic Charities will submit a summary of complaints to IAAME and the United States Secretary of State. This report will include the number of complaints related to issues of compliance with the Convention, the IAA, the UAA, or the regulations implementing the IAA or UAA as well as a description of how each complaint was resolved. If there is a discernible pattern in complaints, Catholic Charities will provide information in the report about what systemic changes will be made in response to these patterns.