

**CLINTON COUNTY JOB AND FAMILY SERVICES
FOSTER CARE PROGRAM
FOSTER CAREGIVER GRIEVANCE POLICY**

The agency has established the following policy relative to the requirements imposed by 5101:2-7 and 5101:2-5-13(A)(9) of the Administrative code and other agency policies. The following procedure shall be utilized for resolving differences between rules and procedures or agency policies and foster caregivers or applicants:

A. INFORMAL REVIEW: An informal review may be accomplished by meeting with the Foster Care Coordinator and Adoption and Foster Care Supervisor and discussing the issue in question. If an agreement and/or understanding cannot be met, then the Child Protection Unit Supervisor will be requested to meet with the complainant(s). If an agreement and/or understanding cannot be accomplished, then a formal review of the issue will be advised.

B. FORMAL REVIEW: A formal review may be initiated after an informal review has failed to resolve the problem or may be the initial course of action. A formal review will be conducted by the highest administrative employee, the Director of Clinton County Job and Family Services, within 30 calendar days of the filing of the grievance.

To initiate a formal review the following steps must be taken:

1. All complaints shall be filed in writing with the Director of Clinton County Job and Family Services.
2. The written complaint shall describe all pertinent facts in regard to the grievance.
3. The complaint shall be signed by the person(s) making the complaint.
4. The Director of Clinton County Job and Family Services, being the highest administrative employee of the agency, shall conduct the review with the complainant(s).
5. After review of the pertinent facts, the Director of CCJFS shall issue a written decision on the matter. This decision will be mailed to the complainant(s) within 10 working days.

Submitted by:

Revised: June 30, 2008

Kathi Spirk, LSW, Adoption/Foster Care Supervisor

Approved by:

John Hosler, Director