

<p>Bethany Christian Services of Illinois CONSUMER GRIEVANCE COMPLAINT PROCEDURE</p>
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This appeal procedure is the process by which consumers of Bethany Christian Services have recourse to share aggrievement and request reconsideration of a decision unsatisfactory to them with persons having authority in the agency; the consumer has the right to file a grievance without interference or retaliation. Consumer Grievances are submitted first to the Branch Director, second to the regional Director of Operations, and then to the COO and/or President of Bethany as well as the Illinois Department of Family Services.

1. A consumer grievance must be submitted in writing to the Branch Director who will share the information with the Recipient Rights Advisor 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 agency shall initiate an investigation of the complaint received within 2 business days, acknowledge the grievance in writing and schedule a conference with the consumer. The consumer, 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.
2. A report of this conference and the decision of the Branch Director will be submitted to the regional Director of Operations.
3. The Branch Director will report the outcome of its complaint investigation, in writing, to the Department's regional licensing office or the DCFS Licensing Representative within 10 business days after complains are received.
4. If the agency cannot resolve the complaint within 10 days due to extenuating circumstances, a meeting shall be scheduled at the earliest possible time, within 15 days of the initial filing of the complaint.
5. Original records (written documentation) of all complaints, conferences and outcomes will be kept on file at the branch office with copies at the national office of Bethany Christian Services as follows: Original to the Consumer's file; copy to National Director of Quality Services. The Total Quality Management Team will conduct quarterly reviews of grievances.
6. When public funding supports the service program with which the consumer is involved, or the consumer believes that the agency decision is in opposition to Illinois state licensing regulations, the consumer will be informed of his/her right to appeal to the relevant state office (if applicable).
7. Consumers may insert statements into the record about their concern or about the services they are receiving or wish to receive.
8. The agency may add statements or responses, with the consumer's knowledge, about the consumer's concern or services they are receiving or wish to receive.

9. Resolutions of all complaints shall be reported to the agency board of directors at its next meeting.
10. The information contained in this document shall be provided, in writing, to prospective clients, at the earliest time possible, and before entering into any written contract with the client.

Bethany Christian Services of Illinois is licensed by the Department of Children and Family Services (DCFS) as a Child Welfare Agency, License # 059657
DCFS Adoption Agency Information and Complaint Registry 866.730.5110

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S/Policies/Consumer Grievance Complaint Procedure