



### Grievance Procedure

Name \_\_\_\_\_

America World is committed to the continual improvement of our services. We value highly the opinions and feelings of others, and we want to honor God by being good stewards of the work He has entrusted us with. Adoptive parents, birth parents, adoptees, family members, agency personnel and any other person affected by the services and activities of America World, have the right to lodge a complaint directly with America World regarding any issue that you believe raise an issue of compliance with the Hague Adoption Convention, the Intercountry Adoption Act, or any other aspect of our agency's work. Below are steps that should be followed if you have a complaint or grievance arising out of the services provided by America World:

- 1) Discuss the issue directly with your Family Coordinator or member of the agency's staff.
- 2) If the matter cannot be resolved with a Family Coordinator, contact the Program Director of the country from which you are adopting or have adopted.
- 3) If the matter still cannot be satisfactorily resolved with the Program Director, please submit the "America World Grievance Procedure Form." Please request a copy of this form if you cannot find the one you were provided.
- 4) If the complaint raises an issue of compliance, you must specifically state the connection to the Hague Adoption Convention, the Intercountry Adoption Act, Universal Accreditation Act or their implementing Federal regulations in order to be actionable under 22 CFR 96.41. For a list of these standards, you can find them at the Department of State's website: [www.adoption.state.gov](http://www.adoption.state.gov).
- 5) Complete the Grievance Procedure Form and return it, along with any evidence (i.e. faxes, emails, letters, bills, etc.) to America World's corporate office.
- 6) America World's Performance and Quality Improvement (PQI) Team will review and grievance and propose a resolution within 30 days of receipt. The proposed resolution will be presented in a formal, signed letter.
- 7) If the proposed resolution is unacceptable, you may request another review of the matter by filing a second Grievance Procedure Form. America World's CEO and Board of Directors will review the second grievance and provide a written response following the Board's next scheduled quarterly meeting.

If your grievance requires expedited attention, please indicate this on the form so that we can respond in a timely manner. If your complaint remains unresolved after completing the entire procedure detailed above, you may file a complaint directly with the U.S. Department of State's "Hague Complaint Registry." You can access the Registry at [http://adoption.state.gov/hague\\_convention/agency\\_accreditation/complaints.php](http://adoption.state.gov/hague_convention/agency_accreditation/complaints.php).

All complaints will be handled in a professional and Christ-honoring manner. America World policies expressly prohibit any actions intended to discourage a client or prospective client from making a complaint and your adoption will not be negatively impacted if you choose to take advantage of the grievance process. It is our hope that all parties involved would be satisfied that they were heard and understood and any issues can be resolved.

I have read and understand the America World Grievance Procedure:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# America World Adoption Association Grievance Procedure Form

Date: \_\_\_\_\_

Name of Person(s) filing Grievance: \_\_\_\_\_

Description of Grievance (please attach letter if more space is needed):

If Grievance was caused by a specific event, please fill in the following details:

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Place: \_\_\_\_\_

**Signature of Person(s) filling out report:** \_\_\_\_\_

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For office Use Only:

What was done to remedy grievance?

Date client/staff informed of resolution: \_\_\_\_\_

What were client/staff feelings about resolution?

Signature of Agency Representative: \_\_\_\_\_ Date: \_\_\_\_\_

Date of Grievance review: \_\_\_\_\_