

FOR THIS CHILD, INC.

Appeal Process for Clients

1. Clients are encouraged to communicate grievances or concerns to the Executive Director of For This Child, Inc. (FTC) before invoking this appeal process. Consistent with FTC's Complaint Policy, a copy of which is available at www.forthischild.org, FTC shall not take any action to discourage a client from, or retaliate against a client for, expressing a grievance, providing information in writing or through interviews to an accrediting or licensing entity on FTC's performance, or questioning the conduct of or expressing an opinion about the performance of FTC.
2. Any grievances or concerns not resolved informally may be submitted to mediation. The client should inform FTC's Executive Director of the client's desire to mediate a dispute within thirty (30) days after such dispute arises and is not resolved through informal communication.
3. As reflected in the Adoption Services Agreement, the client may select the mediator, subject to FTC's agreement.
4. The mediation may be conducted by telephone or in person. The client and FTC agree to abide by the rules for the mediation set forth by the mediator.
5. The client agrees to pay half of the costs, if any, associated with the mediation (with FTC paying the other half). The client may request that the mediator assess the full costs of the mediation against FTC as part of the issues to be considered in the mediation.
6. If the mediation is unsuccessful, the client may pursue any available legal remedies, subject to the terms and conditions of the Adoption Services Agreement regarding venue and choice of law.
7. Nothing in this process affects the client's legal right to file a complaint with the Texas Department of Family and Protective Services (1-800-233-3405).