

FOR THIS CHILD, INC.

Complaint Policy and Procedures Hague regulation 96.41

It is the policy of For This Child, Inc. (FTC) to permit any birth parent, prospective adoptive parent, adoptive parent, or adoptee to lodge directly with FTC signed and dated written complaints about any of FTC's services or activities (including FTC's use of supervised providers) that the complainant believes raises an issue of compliance with the Hague Convention on Intercountry Adoption, the Intercountry Adoption Act (the IAA), or the regulations implementing the IAA. FTC shall respond in writing to any such complaint within thirty (30) days of receipt and shall provide expedited review of any such complaint that is time-sensitive or that involves allegations of fraud. FTC's response shall include a copy of FTC's appeal process, which was promulgated pursuant to Texas state licensing requirements. FTC shall not take any action to discourage a client or prospective client from, or retaliate against a client or prospective client for, making such a complaint, 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.

FTC shall provide to the Secretary of State (the Secretary) and to the Council on Accreditation (COA), on a semi-annual basis, a summary of all complaints received under this policy during the preceding six months (including the number of complaints received and how each complaint was resolved) and an assessment of any discernable pattern in complaints received against FTC under this policy, along with information about what systemic changes, if any, were made or are planned to be made by FTC in response to such patterns. FTC shall fully and promptly provide any information about complaints received under this policy as may be requested by the COA or the Secretary, subject to any confidentiality requirements imposed on FTC by applicable statutes or regulations.

FTC shall also receive signed and dated written complaints (including but not limited to e-mail complaints) about any agency conduct not implicated by the preceding two paragraphs in this policy. FTC welcomes input from its clients on the performance of its staff and conducts formal surveys to gather information to assist it in evaluating its performance in providing adoption-related services to its clients. FTC also conducts semi-weekly staff meetings during which issues, both global in nature and particular to individual adoption cases, are discussed. These efforts reflect systemic evaluation of FTC's performance and provide the basis for improvement in provision of adoption services.

FTC shall maintain a Complaint Registry in which it will file all complaints received, whether they impact the Hague Convention, the IAA, or the Hague regulations, or not. For each complaint received, FTC shall note in the Complaint Registry whether the complaint does or does not implicate the Hague Convention, the IAA, or the Hague regulations.