

FAMILY FOSTER CARE COMPLAINT PROCEDURE

1. Allegation/Complaint

An allegation or complaint is an accusation or charge from a party who is objecting or questioning the behavior(s) of the provider and/or treatment of the client(s). Who makes complaints? Foster child/children, birth parent(s), neighbors, school officials, social workers, medical professionals or any person in the community may make an allegation.

2. There are different complaint categories

- Maltreatment (family only)--investigated by Child Protection
- Maltreatment/Licensing (foster child/children)--investigated by Child Protection and your Licensor
- Licensing (foster child/children)--investigated by your Licensor
- Neither (A concern, but not listed under the Child Foster Care Rule or Child Protection)--May be addressed by the foster care licensor.

3. An Assessment is completed

- Talk to the reporter and others who may have information.
- You can provide names of other persons who may have information about the complaint.
- Consult other foster care staff and supervisor

4. A Determination Is Made

- Child Protection-Maltreatment or no maltreatment; services needed or services not needed
- Licensing-Occurred; did not occur; no determination could be made

5. Outcomes or Actions

- Discussion
- Correction Order- (written citation of licensing violation)
- **Recommendation to the Department of Human Services for a Negative Licensing Action**
 - Conditional License-(involves restrictions, additional training, additional visits)
 - Suspension-(discontinuing care for a specific period of time)
 - Revocation-(license to provide foster care is taken away)
 - Immediate suspension-(must stop providing foster care services immediately)

Complaints are discussed with the provider. You are given the opportunity to relate your side of the situation. When the finding is made and you are in disagreement, you do have the right to request reconsideration of the decision.

The purpose of this hand out is to raise your awareness of what may happen if an allegation is made against you. Remember to document incidents as they occur. Familiarize yourself with the licensing rule (Child Foster Care Rule) as it defines expectations. If you have questions regarding the allegation/complaint process or the Child Foster Care Rule, please contact your licensor.

Child Protection/Licensing Complaint Protocol

