

EUROASIAN ADOPTION CONSULTANTS OF ILLINOIS, INC.

POLICY AND PROCEDURE FOR COMPLAINTS

Euroasian Adoption Consultants, of Illinois, Inc. ("EAAC") will provide a written copy of its policy and procedure for complaints to all individuals who are its prospective clients, including, as applicable, biological parents, adoptive parents, and adoptees that it has served. Such notice will be provided at the earliest time possible, and, in the case of biological and adoptive parents, prior to placement or prior to entering into any written contract with a client(s). Receipt of a copy of the EAAC's policy and procedures shall be evidenced by a written receipt signed and dated by the client(s) and witnessed; a copy of the receipt shall be maintained in the file maintained by EAAC for the client(s).

Complaint Procedure:

Any person who believes that EAAC maintains policies or procedures that violate rules issued by the Illinois Department of Children and Family Services ("DCFS") or any other governmental agency or that EAAC has violated a DCFS rule and any person who is otherwise dissatisfied with services provided by EAAC may file a complaint. In addition, anyone who believes that he or she was intimidated, threatened, coerced, discriminated against or otherwise retaliated against in some way because he or she made a complaint, testified, assisted or participated in any manner in an investigation related to a complaint filed against EAAC may also file a complaint.

Individuals who may file a complaint include but are not limited to a foster or adoptive parent or other member of a foster or adoptive family and a prospective foster or adoptive parent or other family member.

Individuals who wish to file a complaint should do so in writing. EAAC has designated its Executive Director to accept consumer complaints filed with it and a complaint may be filed with either of the following:

- Euroasian Adoption Consultants of Illinois, Inc.
Attention: Executive Director
4320 Winfield Road, Suite 200
Warrenville, IL 60555
- Illinois Department of Children and Family Services
8 East Galena Boulevard, Suite 301
Aurora, IL 60506

If a complaint is filed with EAAC, EAAC will promptly respond to the complaint no later than 2 business days after receipt. Within 10 business days of receipt, EAAC shall report, in writing, the complaint, including the complaint resolution, if any, to its DCFS regional office or to its DCFS Licensing Representative. EAAC will cooperate fully with DCFS during the course of any investigation of a complaint conducted by DCFS and will submit any information requested by DCFS not later than fourteen (14) days from the date of the request, unless otherwise agreed

upon.

Upon receipt of a complaint, the Executive Director or designee shall promptly conduct an investigation of the factual basis for the complaint. If the complaint involves an alleged violation by EAAC of a DCFS rule or any other applicable governmental law, rule or regulation, upon determination that the violation occurred in fact, all appropriate corrective action shall be taken at the earliest possible time and policies and procedures shall be established to prevent similar future violations. In addition, in the case of a violation of a DCFS rule, EAAC will comply with all DCFS directives issued with respect to the complaint.

For complaints from an adoptive applicant, a prospective adoptive family, or an adoptive family regarding the application process, the homestudy process, the denial of an applicant for adoptive placement, or other pre-placement adoption services provided by EAAC, EAAC will, upon written request, grant an agency review. The agency review will occur within thirty (30) days of the receipt of the request, will be a face to face meeting with the adoptive applicant, prospective adoptive family or adoptive family requesting the review, the adoptive family case worker and the Executive Director or designee and will be conducted in a non-adversarial atmosphere. At the conclusion of the agency review, a decision will be rendered including the reasons for such decision. The decision will be based upon the information presented at the review. A copy of the decision will be provided to all parties to the review within fifteen (15) days of the conclusion of the review. The decision rendered will be final and there are no further appeals. All documentation related to an agency review and the decision rendered will be maintained in the case record of the child and family involved in the review.

In all other cases, after investigating the facts alleged in the complaint, EAAC will attempt to resolve the complaint in accordance with applicable EAAC policy or policies and governing law. Any resolution of such complaint, including a resolution that results in no action taken by EAAC, will be based on the results of the investigation of the facts involved, the merits of the complaint, the reason or reasons for the EAAC action giving rise to the complaint, the applicable law and EAAC policies, and any other relevant circumstance.

Additional Complaint Policies:

EAAC shall maintain written documentation of all complaints that it receives.

No person who has filed a complaint or who has testified, assisted, or participated in any manner in the investigation of a complaint shall be intimidated, threatened, coerced, or retaliated against by EAAC or any employee or contractor of EAAC.

EAAC will maintain no policy that prohibits an individual from filing a complaint with the United States Department of Health and Human Services, Office for Civil Rights alleging discrimination that involves race, color or national origin in EAAC's adoption process.

Resolutions of all complaints shall be reported to the EAAC board of directors at its next meeting or shall be reported at an earlier date to the appropriate committee of the board.

Any website maintained or established by EAAC in the future shall have posted on it a copy of this POLICY AND PROCEDURE FOR COMPLAINTS and EAAC's Illinois license number,

as well as the Illinois statewide toll-free adoption agency information and complaint registry telephone number.

[EAAC STATIONERY]

TO: All prospective clients of Euroasian Adoption Consultants of Illinois, Inc. ("EAAC")

EAAC is required by regulations issued by the Illinois Department of Children and Family Services to provide you with a copy of the attached Policy and Procedure for Complaints. Please acknowledge your receipt of EAAC's Policy and Procedure for Complaints by signing, dating and having you signature witnessed below. A copy of this document will be placed in your EAAC file.

Signature

Witness Signature

Please Print Name

Please Print Name

Date

Signature

Witness Signature

Please Print Name

Please Print Name

Date