

WEBSTER CANTRELL HALL

1942 E. Cantrell Street - Decatur, IL - 62521

WEBSTER-CANTRELL HALL FOSTER PARENT VIOLATION GRIEVANCE PROCEDURE

The Agency provides for a procedure of grievance for Foster Parents in order to specifically address alleged violations of the Foster Parent Law by Agency staff, and to promote positive service delivery environment within which communication between Foster Parents and the Foster Care Program Director, the agency Clinical Director, and the Chief Executive Officer (CEO) is encouraged regarding such alleged violations. This grievance process is to be used by foster parents only for grieving alleged violations of the Foster Parent Law that are not covered by the service appeal process, the appeal process for indicated cases of child abuse/neglect, the process for appealing licensing investigation findings license revocations, etc.

This procedure is developed within the input of agency foster care staff and Foster Parents.

A grievance is defined as any alleged violation of the Foster Parent Law by Webster-Cantrell hall staff that subject thinks or feels has been committed. Foster Parents (hereinafter referred to as Grievant) may submit grievances for such alleged violation of the Foster Parent Law by Agency staff according to the following sequence:

Step One (Informal – verbal or in writing)

1. A grievance at this level may be presented to the Agency Foster Care Director or the Clinical Director, either verbally or in writing. The grievance must include:
 - Full name of grievant and Director to whom the grievance is submitted.
 - Date, time, and place the initial informal grievance was submitted.
 - The specific alleged violation of the Foster Parent Law that has occurred.
 - Specific nature of the grievance.
 - Corrective or remedial action sought by the grievant.
2. The grievance must be submitted within ten (10) calendar days of the event that prompted the grievance. Every effort is taken to resolve the grievance at this initial informal step. An informal Memorandum of Record is prepared by the Director to whom the grievance was submitted, and is signed by the Director and the grievant, whether the grievance is resolved or not.
3. A copy of the Memorandum of Record is forwarded to the Chief Executive Officer within ten (10) calendar days of the date of submission of the grievance.
4. A copy of the Memorandum of Record is placed in the grievant Foster Parent Record.

Step Two (Formal Written Grievance Process)

1. If the grievance has not been resolved at Step One – the informal stage of the grievance process, and the grievant desires a review of the informal resolution of the grievance by the CEO, the grievance must now be submitted in writing to the CEO, also within ten (10) calendar days of the original informal submission of the grievance. In this written grievance submitted to the CEO, the grievant must state:
 - The decision why the decision or resolution made by the Director to whom the grievance was submitted is considered unjustified or unwarranted; and
 - The evidence that the grievant wishes for the CEO to consider.
2. The CEO will, within ten (10) calendar days of the submission of the grievance for Step Two – formal stage of the grievance process, render a written decision regarding the resolution of the grievance.
3. The written decision of the CEO represents the final Webster-Cantrell hall decision.
4. The CEO will convene a meeting with the grievant, the appropriate Director(s), and a DCFS representative to further clarify and discuss the resolution of the grievance.