



One Hope United Foster Parent Grievance Procedure

One Hope United is dedicated to providing the highest quality services to our clients. We believe that in order to accomplish this, we must provide forums for our clients to give us feedback. The One Hope United Grievance Procedure was developed to establish a method of addressing issues and/or concerns that cannot be resolved informally between you and agency staff.

What is a Grievance?

A grievance is a formal expression of concern about any particular issue thought to be unjust, unfair or abusive. Filing grievance means putting in writing anything that you have experienced that you believe was harmful or unfair.

You have the right to file a grievance at any time without fear of retaliation. One Hope United is committed to consistently providing services to you while a resolution regarding your grievance is formulated.

Foster Parent Law

One Hope United is committed to ensuring that the agency is in compliance with the Foster Parent Law. Each year we invite foster parents to review and provide feedback on our implementation of the Foster Parent Law. If at any point you feel we are in violation of the Foster Parent Law, or you have other unresolved issues or concerns, please follow the outlines grievance procedure.

Grievance Procedure

If issues arise contact your case worker and supervisor via phone at assigned office or email with concerns. A response should be given within 48 hours and a plan to resolve the issues within an agreed upon timeframe.

If you feel as though your concerns have not been resolved they will be forwarded to the director of programs.

If a satisfactory resolution to your grievance has not been agreed upon, you can submit a grievance through the agency's Red Flag Reporting system.

Red Flag Reporting System

Clients are able to report concerns safely, securely and if desired, anonymously, 24/7 via our toll free number or online submission

- The agency Red Flag Reporting system procedures can be found at the bottom of One Hope United website through grievance/complaint
- Visit <http://www.redflagreporting.com/> and click on "File a Report", and enter the code: 1HU2
- Call 1-877-647-3335 and provide this client code: 1HU2

Grievances submitted to Red Flag Reporting will be immediately routed to the Continuous Quality Improvement (CQI) representative who will forward to the appropriate staff member. After receipt of the concern, the following process is followed until resolution:

- Step 1-Reviewed by a member of our CQI team. Based on the concerns identified, CQI will forward to the appropriate One Hope United team member for review and action.
- Step 2-Within five business days, a member of the One Hope United team will contact the client to work towards a resolution of the grievance.
- Step 3-If your grievance is resolved after this initial contact, it will be documented in Red Flag and your grievance will be closed.
- Step 4 (if required)-If your grievance is not resolved then it will be sent to the next level of management for further resolution.

If your grievance remains unresolved and you are provided services through a DCFS (Illinois), DCF (Florida) contracted program, you may have the right to file a grievance with your State agency. Your grievance must be within the guidelines of the State agency.