

# Foster Parents Grievance Procedure

## Steps to Resolution of Problems or Issues

Caritas Family Solutions is committed to ensuring a strong partnership with their foster parents. Staff are expected to strive to meet the needs of Foster Parents effectively, efficiently, and in a sensitive manner. Caritas leadership asks all staff to be attentive to Foster Parent satisfaction, be alert to indications of dissatisfaction, and be open and approachable to those who wish to address a perceived problem.

Foster Parents have a clear complaint/grievance procedure to ensure that expressions of dissatisfaction are appropriately handled. Staff are encouraged to listen carefully to a complaint, respond professionally and initiate all reasonable efforts to resolve the problem or issue. If a staff member cannot resolve an issue or problem, they should first contact their case worker's immediate supervisor to respond.

Below, we have outlined our procedure. If you have any questions, please contact Kelly Le Chien, Director of Quality Improvement at (618) 213-8712 or [Kelly.LeChien@CaritasFamily.org](mailto:Kelly.LeChien@CaritasFamily.org).

