



GREATER HOPES

a belonging place

2453 28th Street SW

Wyoming, MI 49519

(616) 451-0245

greaterhopes.org

R 400.12210 GRIEVANCE HANDLING WORKSHEET

In order to safeguard the legal rights of children, their families, foster families, releasing parents, and adoptive families served, please read the following. In the event that a client [child(ren), their family, foster family, releasing parents, and adoptive family] has a need to address matters that relate to compliance with (1) Act No. 116 of the Public Acts of 1973; (2) rules made into law under the act; (3) the agency's written policies and procedures regarding services covered by the Child Placing Agencies rules; or (4) is otherwise dissatisfied with services please:

1. Promptly discuss the situation thoroughly with the staff member involved.
2. If an agreeable result is not obtained, the client shall within one week of the discussion, request in writing a meeting with the staff member and staff member's supervisor. The request should clearly outline the grievance including dates, details, and any action that has been taken to rectify the situation.
3. If an agreeable result is still not reached, the client shall within one week of said meeting request a meeting with the Executive Director. The staff member may or may not be present.
4. If the client still feels dissatisfied, the client may address the Board of Directors.
5. The agency shall provide the grievant with a written copy of the grievance resolution.

Additionally, at any point in this process, the client may contact the Department of Child Welfare Licensing in one of several ways noted below:

Telephone: 844-313-3447

Email: MDHHS-DCWLcomplaints@michigan.gov

Fax: 517-373-8570

Online: http://www.michigan.gov/mdhhs/0,5885.7-339-71551_27716-82239--,00.html

A Child Placing Agency Licensed by the State of Michigan
Department of Health and Human Services
Division of Child Welfare Licensing
License CB410252631



OFFICE OF THE CHILDREN’S OMBUDSMAN

When a complaint is filed with the Office of Children's Ombudsman (OCO), the Ombudsman's staff can conduct an investigation into Children's Protective Services (CPS), Foster Care, Adoption Services, and/or Juvenile Justice when children are involved with these programs. All complaints go through a preliminary investigation process where the Ombudsman determines if a full investigation is warranted and if so, an independent investigation into the complaint is conducted.

After an investigation is completed, the Ombudsman may present any relevant recommendations to the Governor, Legislature, and the MDHHS Director if the Ombudsman believes that the results will improve Michigan's child welfare system. The OCO is also here to provide information for families involved in Michigan's child welfare system. The OCO intake staff can provide insight into the system's processes and connect a caller with the appropriate resource.

All contact with the OCO is strictly confidential.

Phone Office Hours are Monday, Tuesday, Thursday, and Friday 9:00 AM to 5:00 PM.

Within the Lansing Area: (517) 241-0400

Outside the Lansing Area: 1-800-MICH-FAM (1-800-642-4326)

Fax: 1-(517) 335-4471

Write: Office of Children’s Ombudsman

P.O Box 30026

Lansing, MI 48909

I have received a copy of this document. I understand the preferred procedures to handle a grievance.

Signature: _____

Date: _____

Signature: _____

Date: _____