



Kaleidoscope, Inc. Grievance / Complaint Policy for Adoption Services

Este documento está disponible en español

If an individual is not satisfied with the services that they had been provided by Kaleidoscope, Inc. in the process of an adoption, they have the right to file a complaint or grievance with the agency. This includes adoptees, adoptive parents and biological parents who have received adoption services through Kaleidoscope, Inc.

Complaints shall be submitted in writing to the following management staff person:

Olivia DelGiudice, Associate Director
Kaleidoscope, Inc.
1340 S. Damen Ave., Mezzanine
Chicago, IL 60608-1190
773-278-7200 ext. 4465

1. Kaleidoscope, Inc. will initiate an investigation of all written complaints regarding adoption services within two business days of receipt. Clients who request or need assistance to put their complaint into writing shall be provided with assistance by an agency staff person.
2. The Executive Director will receive and review all complaints and their resolution.
3. Kaleidoscope, Inc. will maintain a hard copy and electronic file of all complaints received at the agency.
4. Kaleidoscope, Inc. will finalize the investigation within 10 business days after complaints are received. The resolution will be sent, in writing, to the complainant and the DCFS regional licensing office or representative. If extenuating circumstances exist which require additional time for resolution, an interim report shall be provided to the complaining party and to DCFS at the 10-day point, with a final report at the conclusion of the investigation. The interim report shall include the reason for the delay and an estimated date of completion of the investigation and response. The interim report to DCFS will include a copy of the written complaint. Interim reports shall be submitted as final within 20 business days following the beginning of the investigation.
5. The Executive Director will present a copy of the complaint and resolution to the Board of Directors at its next scheduled meeting following submission of the resolution to DCFS. The Executive Director's comments, the Associate Director's comments and Board discussion will be reflected in the minutes of the meeting.
6. Kaleidoscope's complaint policy shall be provided in writing to prospective clients, including birth parents, adoptive parents and adoptee prior to entering into any contract or agreement.
7. Receipt of a copy of the agency policy shall be signed and dated by the client and maintained in the agency's file. Copies shall be given to clients. If the client is Spanish-speaking, the policy will be provided to the client in Spanish.
8. Kaleidoscope shall maintain this complaint policy and any applicable forms on its website.