

TFI Family Services, Inc. PROGRAM PROCEDURE	No. Page 1 of 2
Section: International Adoption Subject: Responding to Complaints and Improving Service Delivery	
Issue Date: 3/10	Revision Date: 10/18
Compliance: Hague 96.41(a)(b)(c)(d)(e)(f)(g)(h)	

**Purpose:**

To develop procedures for responding to complaints and improving service delivery.

**Procedure:**

TFI Family Services, Inc. will have written complaint policies and procedures that incorporate the standards in this section and provides a copy of such policies and procedures, including contact information for the Complaint Registry, to client(s) at the time the adoption services contract is signed.

TFI Family Services, Inc. permits any birth parent, prospective adoptive parent or adoptive parent, or adoptee to lodge directly with TFI, signed and dated complaints about any of the services or activities of TFI or its affiliates, (including its use of supervised providers) that he or she believes raise an issue of compliance with the Convention, the IAA, the UAA, or the regulations implementing the IAA or UAA, and advises such individuals of the additional procedures available to them if they are dissatisfied with TFI's response to their complaint.

TFI Family Services, Inc. will respond in writing to complaints received within thirty days of receipt, and provides expedited review of such complaints that are time-sensitive or that involve allegations of fraud.

TFI Family Services, Inc. will maintain a written record of each complaint received and the steps taken to investigate and respond to each, and makes this record available to the accrediting entity or the Secretary upon request.

TFI Family Services, Inc. will not take any action to discourage a client or prospective client from, or retaliate against a client or prospective client for: making a complaint; expressing a grievance; providing information in writing or interviews to an accrediting entity on TFI's performance; or questioning the conduct of or expressing an opinion about the performance of TFI or any designee.

TFI Family Services, Inc. will provide to the accrediting entity and the Secretary, on a semi-annual basis, a summary of all complaints received during the preceding six months (including the number of complaints received and how each complaint was resolved) and an assessment of any discernible patterns in complaints received against TFI or its affiliates/designees, along with information about what systemic changes, if any, were made or are planned by TFI in response to such patterns.

TFI Family Services, Inc. will provide any information about complaints received as may be requested by the accrediting entity or the Secretary.

TFI Family Services, Inc. will have a quality improvement program appropriate to its size and circumstances through which it makes systematic efforts to improve its adoption services as needed. TFI uses quality improvement methods such as reviewing complaint data, using client satisfaction surveys, or comparing TFI's practices and performance against the data contained in the Secretary's annual reports to Congress on intercountry adoptions.