



Madison Adoption Associates

Complaint Policy and Procedures (Hague Regulation 96.41 a-g)

POLICY: Madison Adoption Associates (the “Agency”) permits any birth parent, prospective adoptive parent, adoptive parent, or adoptee (each a “complaining person”) to lodge a grievance, complaint or appeal about any services or activities of the Agency or any of its supervised providers, domestic or foreign, that such person believes are inconsistent with the Hague convention, Intercountry Adoption Act of 2000, the Universal Accreditation Act, State licensing requirements, or the Hague Regulations.

Madison Adoption Associates will not take any action to discourage a client or prospective client from making a complaint, expressing a grievance, questioning the conduct of, or expressing an opinion about the performance of the Agency or any person acting on behalf of the agency. The reputation of the Agency is of critical importance and we strive for 100% client satisfaction. It is the policy of the Agency to encourage open communication, and to promptly and proactively try to resolve any issue where a client or other stakeholder is dissatisfied. All decisions by Madison Adoption Associates are always made in the best interests of the child, pursuant to the mission statement of the Agency.

Madison Adoption Associates shall provide to prospective adoptive parents the *Complaint Policy and Procedures* with initial information. The Policy and Procedures are also listed on the Agency website. Clients of Madison Adoption Associates receive this information in the initial marketing materials, as part of the new client paperwork (see *Rights and Responsibilities of Client and Privacy Practices*) and in the signed *Adoption Contract (International or Domestic)*.

PROCEDURES: Client agrees to provide Agency (c/o its “Executive Director of Operations”) with prompt written notice of any complaint regarding the Agency and its services. Any complaint is encouraged to be filed within 30 days of Client first becoming aware of the offending conduct. Any complaint must be emailed to the Executive Director of Operations at Diana@MadisonAdoption.org, Subject Line “Official Complaint”; or mailed in to the Delaware Office at the following address:

Madison Adoption Associates
Society Office Complex
1102 Society Drive
Claymont, DE 19703
Attention: Executive Director of Operations

If the complaint involves the Executive Director of Operations, the complaint can be mailed to the same address as above to the attention of “President of the Board of Directors”. Madison Adoption Associates will investigate and respond to the complaining person in writing within 30 days of receipt of such complaint.

The Agency will provide expedited review under the following circumstances:

1. If the complaining person requests expedited consideration and demonstrates that matters are time sensitive; or
2. If the complaint involves allegations of fraud (Hague Regulation 96.41(c)).

The complaining person will receive a written reply within 4 (four) days of receipt of an expedited complaint.

To the extent that the complaining person is dissatisfied with the response to the complaint, the complaining person may appeal and request reconsideration by writing to the Board of Directors via postal mail to the Delaware office (same address as above). The Board (or a quorum) will discuss and the complaining person will receive a response from the Board within 14 days from the date the complaint was received. If the complaint is regarding the Executive Director of Operations and the Board has already reviewed, the Board will appoint up to three objective people to review the appeal.



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The complaining person may also lodge a complaint with the Hague Complaint Registry in accordance with Hague Regulation 96.70 as described at the following website: <http://adoptionusca.state.gov/HCRWeb/WelcomeForm.aspx>. Failure of the complaining person to respond shall constitute an acceptance of the response or corrective action taken by Agency. The complaining person and the Agency may, by mutual written agreement, consent to an extension of time.

If the complainant believes that an infringement of laws, regulations, or accreditation standards has occurred, the complainant has the right to file a complaint directly with the state licensing authority, the Department of State, and/or the Accrediting Entity.

Licensing Authorities:

Delaware- <https://kids.delaware.gov/occl/complaint.shtml>
Pennsylvania- <https://www.dhs.pa.gov/Services/Assistance/Pages/Regional-OCYF-Offices.aspx>
New Jersey- Office of Licensing (877) 667-9845
Illinois- DCFS- Central Region (217) 782-4000

Department of State Hague Complaint Registry:

http://adoption.state.gov/hague_convention/agency_accreditation/complaints.php

Accrediting Entity:

IAAME: <https://www.iaame.net/report-a-concern/>

Diana Bramble, Executive Director of Operations of Madison Adoption Associates, will maintain a written record of each complaint, and the steps taken to investigate and respond to the complaint. Complaint summaries will be reviewed at each Board of Directors meeting.

Madison Adoption Associates will provide to its Hague accrediting entity and the Secretary of State on a semi-annual basis, or upon request, the following information: a summary of all complaints received; an assessment of any discernible patterns in complaints received against Madison Adoption Associates, along with information about the systematic changes that have been made or that are planned to be changed.

Madison Adoption Associates shall utilize the complaint data as part of an overall quality improvement program which includes, but is not limited to, reviewing complaint data, using client satisfaction surveys, and comparing Madison Adoption Associates' practices and performance against the data contained in Secretary of State's annual reports to Congress.