

SHENANDOAH VALLEY SOCIAL SERVICES RESOURCE PARENT DISPUTE RESOLUTION POLICY

Resource parents have a right to file a complaint regarding alleged violation(s) of collaboration, communication, access, and transparency between Shenandoah Valley Social Services and the Resource parents.

Prior to filing a formal complaint, the Resource parent shall contact the agency worker assigned to the Resource home and provide a description of the alleged violation. For Shenandoah Valley Social Services approved homes, this would be the assigned Resource Parent worker to the resource home, along with Foster Care/Adoption Family Services Specialist for the child in foster care. For Licensed Child Placing Agency approved homes, this would only be the Foster Care/Adoption Family Services Specialist for the child in foster care.

The Resource Parent worker and/or the Family Services Specialist shall respond in writing within five business days and explain any corrective action to be taken in response to the Resource parent's complaint.

If the agency worker(s) and the Resource parents are unable to informally resolve the complaint, the Resource parent may file a written complaint to the appropriate Foster Care/Adoption Supervisor within 10 business days of the written response of the agency worker through the Dispute Resolution process.

The Supervisor will have a discussion through a meeting or phone call with all involved parties. The Supervisor shall respond in writing to the complaint within five business days with the findings regarding the alleged violation and any correction action that will be taken.

If the Resource parent disagrees with the Supervisor's response, the Resource parent may appeal the Supervisor's resolution to the Agency Assistant Director by filing a written notice of appeal within 10 business days of the written response of the Supervisor. The appeal shall include a description of the alleged violation, and a copy of the Foster Care/Adoption Supervisor's report.

The Assistant Director shall hold a meeting with all the parties within seven business days to determine the validity of the alleged violation and the appropriateness of the response from the agency worker and Supervisor. A summary of the meeting shall be documented by the agency worker after approval by the Foster Care/Adoption Supervisor. The Assistant Director shall issue written documentation of the findings to all parties, and when applicable, recommendations for corrective actions.

The decision made by Shenandoah Valley Social Services' Assistant Director is final and there is no further right to an appeal.