



Grievance and Appeal Procedure

Bright Futures takes seriously its social, ethical and legal obligation to provide professional services to its clients. All persons who receive services from Bright Futures or its staff members who wish to register a grievance or complaint with Bright Futures concerning services provided by Bright Futures may do so in accordance with the procedure set forth below. A copy of this procedure will be made available to all persons who receive services from Bright Futures. A signed acknowledgement of receipt of this procedure will be kept in the files of all such persons.

Who can file a grievance or complaint?

Any child, adopted person, birth parent, adoptive or foster parent applicant, adoptive parent or foster parent who receives services from Bright Futures or any Bright Futures staff member.

How should a grievance or complaint be filed?

All grievances or complaints shall be made in writing and directed to the Director of Bright Futures. If you are unable to put your grievance or complaint into writing yourself, the person assigned to your complaint will take down the necessary information. All grievances or complaints shall be made within thirty (30) days of the event to which the grievance or complaint relates.

What happens after a grievance or complaint is filed?

All grievances and complaints will be handled by someone other than the staff person who has worked directly on your case or the person about whom the complaint is made. As soon as possible after receipt of any grievance or complaint, the Director will review the complaint and assign it to the appropriate person for consideration. The person handling your grievance or complaint will contact you within one week after your complaint was received by the Director to set up a time to discuss your concerns. This discussion may take place in person or by telephone depending upon the convenience of the parties. The discussion with you will be documented and notes summarizing the discussion placed in your file. The person handling your complaint will then meet with the staff person involved and a decision will be made regarding your complaint within thirty (30) days after your complaint was filed. The person handling your complaint will notify you by telephone of the decision that has been reached. In addition, the decision will be documented and sent to you by mail in your native language, together with a copy of the appeal process set forth below.

What is the appeal process?



If you wish to appeal a decision made by Bright Futures, you must submit a statement in writing to the Director of Bright Futures within two (2) weeks after your receipt of the decision. The statement shall indicate that you wish to appeal the decision and the reason or reasons for the appeal. The Director will then forward your statement and any background materials regarding your original complaint and the decision to the Director of Child Welfare Programs or such other person within RFK Community Alliance as is overseeing Bright Futures at that time (the “Appeals Supervisor”). The Appeals Supervisor will set a time to meet with you (either in person or by telephone) to hear your complaint and reason or reasons for the appeal within thirty (30) days of receipt of your statement requesting appeal. A final decision will be made by the Appeals Supervisor and mailed to you in your native language within thirty (30) days after the Appeals Supervisor has met with you.

All decisions relating to complaints, grievances and appeals will be documented and filed with Bright Futures.
