



CEAS POLICY AND PROCEDURE

Policy Name: Policy and Procedure for Review and Response to Complaints About CEAS
Policy Number: ICA 12
Relevant Citations: 22 CFR Part 96.9 (c), 96.10 (a), and 96.71 (e)
Approvals: CEAS Board of Directors: August 30, 2022
U.S. Department of State: September 20, 2022

Policy

POLICY: Center for Excellence in Adoption Services will receive and respond to a complaint related to CEAS's provision of accreditation/approval, oversight, and monitoring services (accrediting entity services) in writing and in a timely manner. CEAS and its employees may not take any action to discourage or retaliate against a person who wishes to file or files a complaint or grievance against CEAS or who questions the conduct of or expresses an opinion about the performance of an accredited agency, an approved person, or about CEAS.

CEAS places great value in customer satisfaction, quality assurance, and quality improvement and encourages all parties to discuss concerns related to CEAS's performance of accrediting entity services with the staff member(s) and/or supervisor of the staff member(s) involved prior to filing a formal complaint. If this action does not result in a satisfactory resolution, the individual may submit a complaint in writing to the CEAS.

PROCEDURE

A. Receipt of Complaints

1. Written complaints should be submitted to the Executive Director, or designee who records, reviews, and responds to complaints.
2. Written complaints can be submitted online through CEAS website or via email and should include the name and contact information of the complainant, along with a description of the complaint.

Online: <https://www.ceadoption.org/>

Email: info@ceadoption.org

3. Within ten (10) business days of receipt of a complaint, the Executive Director, or designee, will contact the complainant to acknowledge the complaint, and to collect any additional information or documentation needed.

B. Review of Complaints

1. The Executive Director will collect additional information and documents as needed and review all information obtained to determine the appropriate response and any necessary actions.
2. If the Executive Director requests additional information from the complainant, and it is not provided within the specified period of time, the Executive Director will render a formal response based on the information available.

C. Response to Complaints

1. The Executive Director provides the complainant with a formal response in writing within 30 business days of receipt of the complaint. This response will include any action taken by CEAS to address the complaint.
2. If additional time is needed to provide a complete response, the Executive Director will notify the complainant.

D. Request for Reconsideration

1. If the complainant is not satisfied with the resolution, the complainant may file request for reconsideration of the decision to the Board of Directors of CEAS. The request must be filed in writing within (10) business days of the dated formal complaint response letter from the Executive Director.
2. The Board of Directors will review the original complaint information, the formal complaint response by the Executive Director, and the request, and provide a final decision to the complainant in writing within (30) business days of receipt of the request.
3. If complainant is not satisfied with the final resolution, they will be directed to contact the State Department Accrediting Entity Liaison via email at: Adoption@state.gov.