

## Notice of Client Rights and Responsibilities

### Your Rights:

AACA strives to provide adoption services in a manner that is consistent with our commitment to Christ and His values, including diligence, integrity, kindness, and responsiveness to the needs of others. Because of our faith in Him, we commit to providing ethical, caring, compassionate, diligent, honest services to you and to the children who are waiting for families.

If you have a complaint about our services, you are entitled to voice this complaint without any threat of retaliation. We encourage you to state your concerns directly to the person who is responsible for the situation. If the matter is not resolved satisfactorily at that level, please speak with that person's supervisor. The executive director of AACA is responsible for ensuring that all of the AACA offices and programs not only comply with state and federal laws, but that services are provided in a Christ-like manner. The Board of Directors oversees the Executive Director, and the Community Care Licensing Division of the State of California is responsible for licensing the agency for adoptions and foster care.

You may contact the Executive Director or the Board of Directors by sending a letter to the Main office in Modesto, marked Personal and Confidential. Such letters are only opened by the person or body to whom they are addressed. You may contact Community Care Licensing at 916-263-4700. If your adoption plan involves adopting from another country, you may also make a complaint at the following website:

<https://adoptionusca.state.gov/HCRWeb/ComplaintForm.aspx>.

It is our intent to resolve all complaints at the earliest point and with the least amount of bureaucracy for you. In the unlikely event that does not happen, you do have formal grievance hearing rights. If you disagree with any action of AACA prior to filing a Petition for Adoption, you have thirty days to request a grievance review hearing. The request must be sent in writing to the Modesto office and must explain why you are requesting a hearing. Your hearing will be scheduled within ten working days after the request is received.

We want to assure you that AACA at no time will make any attempt to discourage you from making any complaints; no retaliatory action will be taken for making such complaints against the agency or any staff member.

AACA is committed to responding in writing within thirty days of receiving your complaint and work towards resolving it. Should the complaint involve a time sensitive manner or allegation of fraud, we will work towards resolving it in an expedited manner.

Any complaints received by AACA will duly be reported to the accredited entity, the Secretary on a semi annual basis as required. AACA will also notify the primary provider, if acting as supervised or exempt provider, of any such complaint, action taken and the resolution of the same.

**Your Responsibilities:**

By applying to adopt through AACCA, you are agreeing to be completely honest and forthcoming in response to all questions asked. You are also agreeing to provide updated information in the event that any previously-provided information changes in any way. You are agreeing to treat our staff with dignity and respect, even if you disagree with their actions. You are agreeing to inform us if there is a problem that needs to be resolved, and to work with us towards resolution in a way that is ethical, legal, and geared to best promote the well-being of the children who are waiting for their forever families.

You also have the opportunity to provide your comments, assessments, and any recommendations either through the two survey questionnaires you are provided with during your association with AACCA. You may also do the same at any time as AACCA welcomes all opportunities to improve the quality of services provided.

Thank you for taking the time to review these rights and responsibilities. We appreciate the opportunity to serve you, and look forward to working with you!

Reviewed and Acknowledged by:

\_\_\_\_\_  
Adoptive Parent #1

\_\_\_\_\_  
Adoptive Parent #2

\_\_\_\_\_  
Agency Representative

Date: \_\_\_\_\_