



WEST SANDS ADOPTIONS

LICENSED • HAGUE ACCREDITED • NON-PROFIT 501(C)(3) • CHILD PLACING AGENCY

NON-DENOMINATIONAL, SERVING PEOPLE OF ALL FAITHS

asacredmission.org

West Sands Adoptions Complaint Procedure Form

Although adoption can be stressful, we hope that all of our clients will be satisfied with their adoption process and the work we do. We encourage all of our clients to let us know how we are doing. Please feel free to contact us with suggestions for improvement at any time. There is no need to wait for the event of a serious complaint.

If you feel like there is a problem of a serious nature with West Sands Adoptions or any of our staff or affiliates, you should know that it is the policy of West Sands to allow all birth parents, adoptees, potential adoptive parents and adoptive parents to bring forward any complaint, and initiate grievance procedures at any time. Please submit your complaint **in writing** to the Agency and be sure that it is signed, dated and clearly labeled as a complaint. We will contact you within 10 business days to obtain more information or propose a resolution to your complaint. No retaliatory action shall in any way be taken by the Agency against any complainant.

Should you decide that we are unable to resolve your complaint in a satisfactory manner, you are encouraged to contact the United States Department of State, the Council on Accreditation, or the appropriate state licensing entities at the addresses listed below.

US Department of State

Link for information on complaint submissions

<http://adoptionusca.state.gov/HCRWeb/WelcomeForm.aspx>

Council on Accreditation

120 Wall Street, 11th Floor

New York, NY 10005

Utah Department of Human Services

120 North 200 West Suite 303

Salt Lake City, UT 84103

Nevada DCFS

Nancy O'Neill

4126 Technology Way

Carson City NV 89706-2009

Please feel free to send us your written and signed complaint in the space below and on the back of this page, or use your own letterhead.

Name:

Date:

Nature of complaint: