

CarolinaHope

CHRISTIAN ADOPTION AGENCY



SC License SR-4500-CPA • A Non-Profit 501(c)(3) Agency
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Communication Guidelines and Complaint Procedures

During the process of adopting your child, Carolina Hope will communicate with you at times frequently and at times not so frequently, depending on which stage of the adoption process you are in. We at Carolina Hope do our best to communicate information to you when it is given to us (such as information about your child) so that you will remain informed.

While Carolina Hope places a great emphasis on communicating with clients, there may be times when you want more information. Please know that you are always welcome to call or email to ask questions or to inquire about the status of your case. We ask you to let Carolina Hope know:

- If our written information did not answer your questions
- If we do not answer your phone call or email within 24 - 48 hours

The great majority of our clients are very pleased with the personalized service that they receive and the speed and efficiency with which the staff answers questions or researches a question for them. If you have a problem, please let us know, and our staff will do its best to resolve the matter with you.

If you feel that you have a serious concern that needs to be put in writing, please send it to the attention of the director, Laura Beauvais-Godwin, within a month of when the problem occurred. It is best if you write out the description of the problem in chronological order. Within two weeks of receiving your written explanation of the problem, Laura will review it and respond to you by letter with a proposed solution and/or final decision along with a brief explanation. You will then have two weeks to respond to Laura's decision, or the agency will consider the problem to be resolved.

If the issue is not solved in this way, you will be given the opportunity for neutral arbitrators to hear concerns that you believe that the agency is not adequately addressing. Problems of this kind are very rare for Carolina Hope, and may result from misunderstandings.

Please sign initials

Carolina Hope will work hard to communicate effectively with you. Please sign below indicating your willingness to communicate with Carolina Hope if you have a problem with the staff, with the adoption process, or with the agency's communication with you.

I/We understand that these "Communication Guidelines and Complaint Procedures" constitute a binding legal document that will be interpreted and enforced pursuant to the laws of the State of South Carolina, and that unresolved disputes between the adoptive individual/couple and Carolina Hope will be submitted to binding arbitration in the county of Greenville in the State of South Carolina.

(Signature) Prospective Adoptive Father

Date

(Signature) Prospective Adoptive Mother

Date

(Signature) Agency Representative

Date

Please initial both pages of these "Communication Guidelines and Complaint Procedures" (if a married couple, both should initial), sign and date the second page, make a copy of the document for your records, and send the original signed document to Carolina Hope Christian Adoption Agency. Thank you.

Please sign initials