



5017 Leavenworth St.
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Cheryl Murray
Exec. Director

"Adoption Links
Worldwide is
dedicated to
the mission of
building families
through adoption.
Our goal is to find
loving families
for children around
the world who
are in need of a
permanent home."

Adoption Links Worldwide Complaint Process

Adoption Links Worldwide (ALW) is committed to providing the best possible adoption services to clients and potential clients. All persons requesting information or receiving service from or through ALW may bring to the attention of ALW any concern, comment, or complaint regarding any aspect of ALW services. A formal complaint form is attached for use in submitting a concern, comment, or complaint; however, ALW will accept and process concerns, comments, and complaints submitted in any reasonable form, so long as they are in writing, signed, dated, and delivered to:

Adoption Links Worldwide
5017 Leavenworth Street, Suite 1
Omaha, Nebraska 68106
Attn: Director of Social Services

ALW will respond in writing to complaints within thirty (30) days of receipt. ALW will not take any action to discourage a client or prospective client from, or retaliate against a client or prospective client for, making a complaint, expressing a grievance, providing information in writing or interviews with an Accrediting Entity on ALW's performance, or questioning the conduct of or expressing an opinion about the performance of ALW.

In the event that the Complainant finds the response provided by ALW to be insufficient to resolve the complaint, the Complainant may request that the complaint be given additional consideration by the Executive Director (or, by the Chairperson of the Board if the Complaint involves the Executive Director), and the Executive Director (or Chairperson, as applicable) shall respond to such request within thirty (30) days of receipt of such request. In the event that the Complainant wishes to bring to the attention of ALW matters that involve the Director of Social Services, the complaint should be sent to the attention of the Executive Director.

Exhibit "A"
Complaint Form

**Adoption Links Worldwide
Complaint/Grievance Reporting Form**

Name: _____ Date: _____

Phone Number: _____ Program: _____

Address: _____

Describe your complaint or grievance: _____

How would you like to see your complaint/grievance resolved: _____

Signature Date

Staff Signature Received on Date

original in client file copy to Director of Social Services copy to Executive Director