



What should I do if I am unhappy with services that I receive from Adoptions Together?

At Adoptions Together, we welcome your feedback about how we can improve the quality of services that we provide.

First Step: We encourage you to talk openly and honestly with our staff if you have any concerns about working with us.

Second Step: If the staff member with whom you are working does not adequately address your concerns, please speak to his or her supervisor.

Third Step: If the above is unsuccessful, you can bring your concerns and suggestions for improvement to Janice Goldwater, Executive Director and founder of Adoptions Together. You can reach Janice via email at jgoldwater@adoptionstogether.org or via telephone at 301-439-2900.

If your concerns are not resolved through informal communications with our staff and Executive Director, you can file a formal written complaint with our Quality Assurance Committee. Your formal complaint will be promptly investigated and you will receive a response within no more than 30 days. If you do file a complaint, no retaliatory action will be taken against you. For more information or to receive a formal complaint form, please contact the Quality Assurance Committee Chair via email at QualityAssurance@adoptionstogether.org.