

## What to Do If You are Dissatisfied with Services You Receive at Adoptions Together

At Adoptions Together, we welcome your feedback about how we can improve the quality of the services we provide. If you are dissatisfied with the quality of services provided to you, please take the following steps:

**First Step:** We encourage you to speak 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 your concerns are not resolved, please bring your concerns and suggestions for improvement to Janice Goldwater, Chief Executive Officer and Founder of Adoptions Together. You can reach Janice via email at [jgoldwater@adoptionstogether.org](mailto:jgoldwater@adoptionstogether.org) or via telephone at 301-439-2900.

**Fourth Step:** If you are dissatisfied with how your concerns are address by our staff or Chief Executive Officer, you can file a [formal complaint](#) with the Adoptions Together Quality Assurance Committee. Your formal complaint will be promptly investigated, and you will receive a written response with thirty (30) days. If your complaint involves allegations of fraud, the investigation will be expedited, and you will receive a written response within seven (7) days.

**Additional Options:** If you are not satisfied with the response of the Quality Assurance Committee, you can seek redress in all or any of the following ways:

- By contacting the Chairperson of the Adoptions Together’s Board of Directors. Contact information for the Board is available on the agency’s website, [www.adoptionstogether.org](http://www.adoptionstogether.org)
- By contacting the licensing authorities in any of the following jurisdictions through the following websites:
  - Maryland - <http://dhr.maryland.gov/licensing-and-monitoring/how-to-make-a-complaint/>
  - Virginia - [https://www.dss.virginia.gov/about/email\\_licensing\\_complaint.cgi](https://www.dss.virginia.gov/about/email_licensing_complaint.cgi)
  - District of Columbia - <https://doh.dc.gov/service/child-placing-agencies>
- If your complaint involves principles of the Hague Convention on Intercountry Adoption, the Intercountry Adoption Act, the Universal Accreditation Act or the regulations implementing these acts, you can file a complaint through the Hague Complaint Registry, available on line at <https://travel.state.gov/content/adoptionsabroad/en/hague-convention/agency-accreditation/hague-complaint-registry.html>
- If your complaint does not involve the above-referenced legislation or regulations, you can still file a complaint with the U.S. State Department by contacting the agency at [Adoption@state.gov](mailto:Adoption@state.gov).
- You can also notify the Intercountry Adoption Accreditation and Monitoring Entity of any unresolved complaint. IAAME can be reached at <https://www.iaame.net/report-a-concern/>
- If your complaint involves discrimination related to Title VI of the Civil Rights Act of 1964, you may also contact <https://civilrights.justice.gov/> or :
- DCS Office of Civil Rights Title VI Compliance  
315 Deaderick Street 7th Floor  
UBS Tower  
Nashville, TN 37243