



State of South Carolina

Department of Social Services

Child Welfare Policies and Procedures: Chapter 7: Adoptions

Subject:	Certified Adoptions Investigator Complaint Process
Authority:	South Carolina Adoption Law and Practice: A Guide for Attorneys, Certified Investigators, and Families; South Carolina Code of Regulations, 114-4370
Standards:	South Carolina Practice Model: Guiding Principles and Standards (GPS)
Application:	Regional Adoptions and Licensing Workers, Supervisors, and Program Coordinators
Purpose:	To maintain complaints received regarding ethical issues, billing discrepancies, or job performance for Certified Adoptions Investigators.
Policy Statement:	The Certified Investigator Program Coordinator receives complaints on certified adoptions investigators. These complaints are reviewed and staffed within a timely manner. After staffing, the program coordinator confirms that all recommendations and/or corrective actions are completed and consistent with ethical and legal standards.
Definitions:	Certified Adoptions Investigator: All persons who prepare investigations in adoption matters (prepare home studies for prospective adoptive families) and all persons, except lawyers and judges, who take relinquishments and consents from birth parents planning adoption for their children. Collateral Contacts: A source of information that is knowledgeable about a situation, individual, or event Complaint: A statement that a situation is unsatisfactory or unacceptable. Discrepancies: A lack of compatibility or similarity between two or more facts. Ethics: Moral principles that govern a person's behavior or the conducting of an activity.
Procedures:	

Original Effective Date:
Current Effective Date: 09/23/2021

A. Steps in the Certified Adoptions Investigator complaint process.	1. The certified adoptions investigator program coordinator receives a completed complaint form with a copy of the family home study from the Regional Staff with the following concerns: a. Ethical issues b. Billing discrepancies c. Job performance 2. The program coordinator must contact the certified adoptions investigator and/or any collateral contacts within five (5) business days of receiving the complaint. 3. Program coordinator will staff the complaint with their supervisor within ten (10) business days. 4. After the staffing, the program coordinator confirms that all recommendations and/or corrective actions are completed. 5. The complaint form must be submitted to State Office Adoptions within 30 calendar days from the date the certified investigators home study is receive by the Region. Complaint forms will not be accepted after 30 calendar days.
Forms:	DSS Form 37615: Certified Investigator Call Log DSS Form 37616: Certified Investigator Complaint Staffing
Resources:	None
Related Management Reports:	None

Original Effective
Date:
Current Effective
Date: