



South Carolina Department of Social Services
Work Aid- Certified Adoptions Investigator Complaint Process

Supplemental to DSS Policy: Chapter 7: Adoptions

A. Filing a complaint	1. When Regional staff have concerns with a Certified Adoptions Investigator's performance, Regional Staff s completes the certified adoptions investigator complaint form and submits it to the Certified Investigator Program Coordinator. 2. Complaints are only submitted based on ethical issues, billing discrepancies, or job performance. 3. In addition to submitting the complaint form, the regional staff must submit the Certified Adoptions Investigator's completed home study assessment and any supporting documents. (i.e. invoices, time logs). 4. The complaint form must be submitted to State Office Adoptions within 30 calendar days from the date the Certified Investigators home study is received by the Region. Complaint forms will not be accepted after 30 calendar days.
B. Staffing a complaint	1. Within five (5) business days of receiving a complaint, the program coordinator contacts the certified adoptions investigator in question, as well as any collateral contacts provided. The date, time, and person(s) contacted is to be documented on the Certified Adoptions Investigator Complaint Call Log sheet. 2. Within ten (10) business days of receiving a complaint, the program coordinator staffs the complaint with their supervisor.

C. Recommendations	1. After the staffing, the program coordinator verifies that all recommendations have been completed. 2. The program coordinator informs the regional staff of the results of the staffing and if there are any additional steps to be taken at that time. 3. The program coordinator includes all documents from the complaint and staffing in the certified investigator's file.