



Complaint Policy and Procedures

Although adoption can be unpredictable and may feel stressful at times, we hope that you will feel satisfied with your overall experience working with our Agency and the professional delivery of our adoption services we provide to you.

If you wish to raise an issue of Premier Adoption Agency's compliance with the Hague Convention, the International Adoption Act (IAA), or any of the regulations implementing the IAA, please be advised of our Complaint Policies and Procedures:

- It is our policy to allow **any** birth parent, adoptee, prospective adoptive parent, and adoptive parent to bring forward a grievance or complaint;
- The complaint must be submitted **in writing** to the Agency;
- The complaint must be signed, dated and clearly state the nature of the complaint as it relates to the Hague Convention, the International Adoption Act (IAA), and the regulations implementing the IAA;
- Complaints may be submitted online or send via US mail to: Premier Adoption Agency, Inc., 840 Pinnacle Court, Suite 9A, Mesquite, Nevada 89027;
- Once notified in writing, Premier Adoption Agency, Inc., will initiate an investigation of the complaint within 3 business days;
- The Agency will contact the client in writing within 10 working days, or sooner if the nature of the complaint is time sensitive or that involve allegations of fraud, to investigate the nature of the complaint and begin working to resolve it;
- If more time is needed to resolve the complaint, the Agency will inform the client and make every effort to provide a written resolution to the grievance and report the actions that were taken to resolve such grievance within 30 working days;
- If the client is not satisfied, the client may contact Premier Adoption Agency's Executive Director to further discuss the matter. The Executive Director will conduct a review of the matter and will respond to the client in writing within 10 business days;
- If the decision of the Executive Director does not resolve the conflict, the client may request the complaint be reviewed by the Board of Directors;
- The Board of Directors will review all of the information available in or order to make a full determination and take action;
- If complaint was not resolved in a satisfactory manner as it relates to the Hague Convention, the IAA, or any regulations implementing the IAA, a complaint may be filed directly with the United States Department of State on their Complaint Registry at the following web address: <https://adoptionusca.state.gov/HCRWeb/Welcome>
- The Agency will maintain a written record of each complaint received and the steps taken to investigate and response to it and will make this record available to IAAME or the Secretary upon request;

- The Agency has a “No Retaliation” policy which prohibits any action which would discourage or try to stop a client from making a complaint, expressing a grievance, providing information in writing or interviews to IAAME on the Agency’s performance, or questioning the conduct of or expressing an opinion about the performance of the Agency, its staff, or supervised providers;
- The Agency will provide IAAME and the Secretary, on a semi-annual basis, a summary of all complaints received during the preceding six months (including the number of complaints received and how each complaint was resolved) and an assessment of any discernible patterns in complaints received against our Agency, along with information about what systemic changes, if any, were made or are planned by our Agency in response to such patterns;
- Upon request, the Agency will provide to IAAME or the Secretary all information about complaints received.