

**All Blessings International, Inc.**  
*Also known as: Kentucky Adoption Services*

**CLIENT GRIEVANCE RESOLUTION PROCESS**

Every client is important to us at ABI, Inc. We will take any client grievances seriously and thoroughly investigate any grievances brought to our attention. The first step in this process is to speak directly with the Executive Director. A client may call Lucy Armistead in the office and she will either be available to take your call or return your call as soon as possible. The Executive Director will thoroughly investigate any client's complaint and will respond to the client as soon as possible in an attempt to alleviate the client's concern. If a client's grievance is with the Executive Director or is not resolved by the Executive Director's intervention, the client should submit the grievance in written form addressed to the Board of Directors so that it can be addressed at the next meeting of the Board of Directors. For serious grievances a special meeting of the Board of Directors may be called. A written response to the grievance will be formulated by the Board of Directors and this will be sent to the client within 10 days of the meeting of the Board of Directors. No client who submits a grievance, either verbally or in written form will be subject to any punitive action.

**Client Grievances**

ABI, Inc. prides itself on it's attentiveness to clients throughout the process. We do realize, however, that no matter how hard we try, there will be times when clients may feel frustrated and angry during an adoption. We encourage all clients to let us know immediately if we fail to live up to their expectations. There are some clients who like to know every small detail during an adoption and other clients who feel a great deal of stress with every tiny detail. We will always report any significant movement on a case, but since we speak and/or correspond with our overseas counterparts several times each week, we do not alert each family every time their case is discussed with an overseas worker. Families who like to know every tiny detail may be disappointed if they are not given a weekly update, even if it is just to say that no new information is available. We are willing to provide the level of client care that each family desires and we each want to exceed families' expectations. Please feel free to make suggestions on how we can better serve your particular family. If you are ever disappointed in us, please let us know, because there is a strong likelihood that we are unaware of your particular expectations and that once it is made known we can fulfill your request with regard to clients contact, correspondence, frequency of updates, etc.