



INDIANA DEPARTMENT OF CHILD SERVICES	
CHILD WELFARE POLICY	
Chapter 12: Foster Family Home Licensing	
Section 33: Resource Parent Complaint Resolution Process	
Effective Date: December 1, 2024	Version: 4

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POLICY OVERVIEW

*This policy **does not** pertain to concerns regarding licensing, per diems, or adoption assistance. For concerns regarding licensing, see Chapter 12 Foster Family Home Licensing. For concerns regarding per diems, see policy 8.50 Determining and Reviewing Category of Supervision. For concerns regarding adoption assistance, see policies 12.17 Corrective Licensing Actions and 14.11 Administrative Review of Adoption Assistance.*

The Indiana Department of Child Services (DCS) respects and supports resource parents and recognizes them as a partner in keeping children safe and helping families achieve permanency. The resource parent complaint resolution process offers resource parents a way to address decisions made regarding a specific case.

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PROCEDURE

DCS will partner with the resource parents to build a safe and supportive environment. If a disagreement arises regarding a child’s case that cannot be resolved, the licensed resource parents (both DCS and Licensed Child Placing Agency [LCPA]) may initiate the complaint resolution process.

The complaint resolution process is as follows:

1. The DCS or LCPA licensed resource parent contacts the Family Case Manager (FCM) or Kinship Navigator (KN) to discuss concerns with the decisions made regarding the child’s case;
2. The DCS or LCPA licensed resource parent may contact the FCM’s or KN’s immediate supervisor (FCM Supervisor or KN Supervisor) if the resource parent continues to have concerns after the discussion with the FCM or KN;

Note: It is recommended the resource parent contact the FCM or KN Supervisor within five (5) calendar days of the discussion with the FCM or KN.

3. The DCS or LCPA licensed resource parent may contact the DCS Local Office Director (LOD), Division Manager (DM), or designee if concerns were not able to be addressed by the FCM or KN Supervisor; and

Note: It is recommended the resource parent contact the LOD or designee within five (5) calendar days of the response from the FCM or KN Supervisor.

When the complaint resolution process has been exhausted and concerns remain unresolved, the resource parent may reach out to the Foster Parent Communication Liaison and/or submit the online Resource Parent Complaint Resolution form.

The FCM or Kinship Navigator (KN) will:

1. Discuss any concerns with the DCS or LCPA licensed resource parent as they arise;
2. Inform the FCM or KN Supervisor of any discussions that occurred regarding the DCS or LCPA licensed resource parent's concerns immediately;
3. Document the discussion and decision in the case management system; and
4. Ensure other DCS staff working with the child are aware of the identified concerns and actions taken.

The FCM or KN Supervisor will:

1. Discuss with the DCS or LCPA licensed resource parent any unresolved concerns raised by the resource parent, either by telephone, virtual meetings, or in person, as requested;
2. Determine if the case actions and/or decisions have been implemented according to DCS policy;
3. Notify the DCS or LCPA licensed resource parent and FCM or KN within five (5) business days of the decision; and
4. Document the discussion and decision in the case management system.

The LOD, DM, or designee will:

1. Discuss with the DCS or LCPA licensed resource parent concerns the resource parent has about the decision reached by the FCM or KN Supervisor either in-person, virtual meeting, or by phone, upon request of the resource parent;
2. Determine if the case action/decisions have been implemented according to DCS policy;
3. Notify the DCS or LCPA licensed resource parent, FCM or KN Supervisor and FCM or KN within five (5) business days, and
4. Document the discussion and decision in the case management system.

The DCS Foster Parent Support and Communication Liaison will:

1. Review the Resource Parent Complaint Resolution Form submitted online by the DCS or LCPA licensed resource parent;
2. Clarify information with the appropriate parties involved, if necessary;
3. Collaborate with the FCM or KN Supervisor, DM, and/or LOD to facilitate next steps; and
4. Communicate the resolution to all parties within five (5) business days.

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RELEVANT INFORMATION

Definitions

Resource Parent

For purposes of DCS policy, a resource parent includes a foster/adoptive parent, foster parent, and licensed or unlicensed relative or kinship caregiver.

Forms and Tools

- DCS Foster Parent Support and Communication Liaison email - fostercare-support@dcs.in.gov
- [Resource Parent Complaint Resolution Form](#)

Related Policies

- [8.50 Determining and Reviewing Category of Supervision](#)
- [12.17 Corrective Licensing Actions](#)
- [14.11 Administrative Review of Adoption Assistance](#)

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LEGAL REFERENCES

N/A

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PRACTICE GUIDANCE- DCS POLICY 12.33

Practice Guidance is designed to assist DCS staff with thoughtful and practical direction on how to effectively integrate tools and social work practice into daily case management in an effort to achieve positive family and child outcomes. Practice Guidance is separate from Policy.

Department of Child Services (DCS) Foster Parent Support and Communication Liaison

The DCS Foster Parent and Communication Liaison helps to facilitate grievances from the resource parent as related to the FCM or KN. The DCS Foster Parent Support and Communication Liaison reviews the Resource Parent Complaint Resolution Form submitted by the resource parent online and works with all parties to facilitate an appropriate resolution, while supporting the best interest of the child and the rights of the resource parent.

Note: Although the resource parent is instructed to contact the DCS Foster Parent Support and Communication Liaison as part of the complaint resolution process, DCS staff may also contact the DCS Foster Parent Support and Communication Liaison for guidance.

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