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## Grievance Policy

Clients of A New Beginning Adoption Agency have the right to file a grievance form with the Executive Director if they have a complaint or concern about any agency related issue. The Executive Director will investigate the grievance form and determine a plan of action to address the issue. It is the desire of A New Beginning to provide support and ongoing communication with our clients. It is also our desire to accept both positive and negative feedback from clients to assist us in providing exceptional adoption services.

*I have read and understand the above grievance policy. I have been given a copy of this policy for my records.*

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date