



## Adoptive Family Clients Rights and Responsibilities

### Rights

Clients of *A Guardian Angel Adoptions, LLC* have the right to the following:

- Impartial consideration for application and services;
- Be treated with dignity and respect;
- Be free from discrimination on the grounds of race, color, sex, religion, disability, political views, age or national origin;
- To seek information and advice from their family, attorney, physician, clergy, and any others they think could help them make the best decisions for their situation;
- Participate in all adoption decisions with their counselor;
- Receive adoption services as itemized in the fee agreement;
- To be treated within the Utah state guidelines regarding Provider Code of Conduct;
- To be free from harm or violence by anyone associated with *A Guardian Angel Adoptions, LLC*.
- Privacy of information including privacy and confidentiality of current and closed adoption records;
- Right to know fees and other costs prior to match.

### Responsibilities

Clients of *A Guardian Angel Adoptions, LLC* have the responsibility to the following:

- Pay for all contracted services in a timely manner;
- Provide all documentation for the home study, matching and placement process;
- Prepare for the adoption process through support groups, reading materials, and seeking out other sources of information;
- Participate actively in the adoption process with their counselor;
- Follow recommendations given by the agency.

The agency reserves the right to deny adoption services at this or at anytime during the adoption process. If this decision is made the family will be notified if there are any conditions that would al ecision to be reassessed.

### Grievance and Complaint Procedure

- Clients have the right to submit written grievances or complaints to *A Guardian Angel Adoptions, LLC*.
- They will be given an opportunity to meet in person with the adoption program director and the executive director to express their grievance or complaint within five working days of receiving the written grievance or complaint
- If the person does not think a satisfactory understanding of the situation has been reached through the grievance procedure at *A Guardian Angel Adoptions, LLC* the client may contact:

Department of Human Services  
Office of Liability Management  
801-538-8222

I have read and understand the Clients rights and responsibilities policy.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date