



Child Welfare Ombudsman

WHO IS AN OMBUDSMAN/OMBUDSPERSON?

Child welfare departments designate specific offices to ***monitor the delivery of services and to receive and investigate customer complaints***. When a grievance cannot be resolved at the local level, in most States, you have the option to contact the child welfare ombudsman. Depending on the State, the ombudsman is ***an official appointed to provide oversight, address citizens' concerns, and review child welfare services***.

Eligibility Requirements: https://www.childwelfare.gov/pubPDFs/cw_grievance.pdf

- Anyone involved in the child protection process (child/youth, caregiver, family, friends, workers, etc.) with a concern or grievance.

Reasons To Take Action: https://www.childwelfare.gov/pubPDFs/cw_grievance.pdf

- You are dissatisfied because foster care placement preference was not given to a relative caregiver.
- You believe that family connections are not maintained.
- You perceive misconduct or policy violations by agency staff.
- You feel you were treated poorly or discriminated against by agency staff.
- You feel there was no compliance with the Indian Child Welfare Act (ICWA), if applicable.
- You did not receive needed financial assistance.

Tips:

- **Follow the correct steps:** Caseworker → Agency Supervisor → County Director* → State Ombudsman → State Child Welfare Officials. Child Welfare Grievance Process: https://www.childwelfare.gov/pubPDFs/cw_grievance.pdf
 1. Start with Open Communication
 2. Speak with a Supervisor or Manager
 3. Contact the County or District Agency Directory
- **Make sure to contact the appropriate Welfare Complaint office for your state:** https://www.childwelfare.gov/organizations/?CWIGFunctionsaction=rols:main.dspList&rolType=Custom&RS_ID=31

Still not sure if you qualify or have questions?

[Primary website for source info]

Contact [outreach@fosterclub.com] or call 503-717-1552