

The Office of Client Advocacy (OCA) and the Office of Juvenile System Oversight (OJSO) are working together to provide foster parents access to a fair, simple, and timely grievance system. Grievances can be filed by foster parents approved by Oklahoma Human Services (OHS) or a child placing agency (CPA). OJSO receives and forwards complaints to OCA for resolution.

Who may file a grievance: Any foster parent approved by OHS or a CPA may file a grievance.

What complaints are considered: Any policy, rule, decision, behavior, or action by an OHS employee or CPA may be the basis of a complaint.

How to file a grievance: A grievance may be filed by using the following website address: www.OKfosterparentvoices.org or you may contact OCA at 405-522-2720 or OJSO at 405-606-4900 or 866-335-9288. You have 45 calendar days to file a grievance from the date of incident.

What happens next: OJSO forwards your grievance to OCA. An OCA representative will contact you within two business days of receipt of the grievance and will assist you throughout the process.

Foster parents have a right without fear of reprisal or discrimination to file grievances. Foster parents have a right to receive a written response to your grievance and appeal when you are not satisfied with the resolution. If any person attempts to deny you these rights or causes problems when filing a grievance, contact OCA at 405-522-2720 or OJSO at 405-606-4900 or 866-335-9288.

Grievance process policies related to the grievance process are located at Oklahoma Administrative Code 310:678-5-1 and 310:678-5-4.

This notice was explained to: _____ on _____
Foster parent Date

by name and title: _____
Print Title

Signature of foster parent Date

Signature of person completing form Date