

HEART AND SOUL ADOPTIONS

YOUR FULL-SERVICE LICENSED CHILD PLACEMENT AGENCY



Grievance and Complaint Procedure

If a Client believes that an agent or representative of Heart and Soul Adoptions, Inc. (the "Agency") has violated his or her consumer rights, the client may send a written complaint to:

Heart and Soul Adoptions, Inc.

Consumer Rights Complaint
803 North 1250 West Ste 1
Centerville, Utah 84014

The Agency will initially attempt to resolve the matter informally with the Client. If the Agency and the Client are unable to resolve the complaint informally within a reasonable time following receipt of the complaint (not to exceed 45 days), the Agency will send to the Client a written proposal to resolve the complaint. This proposal will be sent within twenty business days after the efforts to resolve the matter informally have failed.

If the Client does not approve of this proposal, he, she or they may the Board of Directors of the Agency at:

Heart and Soul Adoptions, Inc.

c/o Board of Directors
803 North 1250 West Ste 1
Centerville, Utah 84014

Adoptive Father _____ Date _____

Adoptive Mother _____ Date _____