



## DCS Practice SOP

### Foster Family Home Licensing

**12.33:** Resource Parent Complaint Resolution

**Related Policy:** N/A

**Effective Date:** January 1, 2026

**Version:** 1

#### Roles

- Family Case Manager (FCM)
- Division Manager (DM)
- Kinship Navigator (KN)
- DCS Foster Parent Support and Communication Liaison
- Local Office Director (LOD)

#### Procedure

The Indiana Department of Child Services (DCS) values and supports resource parents. DCS sees them as partners in keeping children safe and helping families reach permanency.

DCS will work with resource parents to create a safe and supportive environment. If a disagreement cannot be resolved, licensed resource parents (with DCS and Licensed Child Placing Agency [LCPA]) may initiate the complaint resolution process. The resource parent complaint resolution process gives resource parents a way to speak up when they disagree with a decision about a child's case.

#### Complaint Resolution Process

To initiate the complaint resolution process:

1. The licensed resource parent talks to the Family Case Manager (FCM) or Kinship Navigator (KN) about concerns regarding the child's case;
2. The resource parent may contact the FCM or KN's supervisor if the concern is not resolved; and
3. The DCS or LCPA licensed resource parent may contact the DCS Local Office Director (LOD), Division Manager (DM), or designee if concerns were not able to be addressed by the FCM or KN Supervisor.

**Note:** It is recommended that the resource parent contact the FCM or KN Supervisor within **five (5) calendar days** of the discussion with the FCM or KN and to contact the LOD or designee within **five (5) calendar days** of the FCM or KN Supervisor's response.

If the concern is still not resolved after these steps, the resource parent may:

1. Contact the Foster Parent Communication Liaison; and/or
2. Submit the online Resource Parent Complaint Resolution form.

The FCM or KN will:

1. Talk with the licensed resource parent about concerns as they come up;
2. Tell their supervisor about the discussion with the resource parent right away;
3. Document the discussion and decision in the case management system; and

4. Make sure other DCS staff working with the child know about the concern and what was done.

The FCM or KN Supervisor will:

1. Talk with the resource parent about any unresolved concerns (by telephone, virtual meetings, or in person);
2. Check if the case decisions follow DCS policy;
3. Tell the resource parent and FCM or KN of the decision within **five (5) business days**; and
4. Document the discussion and decision in the case management system.

The LOD, DM, or designee will:

1. Talk with the resource parent about their concerns (by phone, virtual meeting, or in-person) when asked by the resource parent;
2. Decide if the case decisions follow DCS policy;
3. Tell resource parent, FCM or KN Supervisor, and FCM or KN the decision within **five (5) business days**, and
4. Document the discussion and decision in the case management system.

The DCS Foster Parent Support and Communication Liaison will:

1. Review the Resource Parent Complaint Resolution Form;
2. Clarify information with the appropriate parties involved, if necessary;
3. Work with the FCM or KN Supervisor, DM, and/or LOD to plan next steps; and
4. Share the resolution with all parties within **five (5) business days**.

## Definitions

- [Resource Parent](#)

## Resources

- DCS Foster Parent Support and Communication Liaison email - [fostercare-support@dcs.in.gov](mailto:fostercare-support@dcs.in.gov)
- [Resource Parent Complaint Resolution Form](#)

## Additional Information

- N/A

## References

- N/A