

CHILDREN'S HOPE INTERNATIONAL

CLIENTS RIGHTS AND RESPONSIBILITIES

Office hours are 8:30 am to 4:30 pm Central.
Evening hours are often available by appointment.

CLIENT RIGHTS:

1. Clients have the right to expect their concerns will be heard and, if the agency cannot provide the service they are seeking, they can expect referral to appropriate service providers.
2. Clients have the right to expect they will be treated courteously and professionally.
3. Clients have the right to refuse services.
4. Clients have the right to expect that all records and communications shall be confidential and disclosed to others only with written consent.
5. Clients have the right to use Agency grievance procedures.
6. A client's rights shall be explained using language, or another method of communication, which the client understands.
7. All clients shall be free from abuse and neglect. Clients shall be served with respect in a professional manner.
8. Clients shall not be deprived of any legally or constitutionally guaranteed rights, benefits or privileges.
9. Clients can expect a refund for overpayment within 60 days of the completion of the delivery of services.

CLIENT RESPONSIBILITIES

1. The Agency expects those clients who seek adoption services to be diligent in utilizing those services and completing all procedures.
2. The Agency expects clients to be honest in revealing personal information.
3. The Agency expects clients to act in a respectful, non-threatening manner with staff.
4. The Agency expects clients to pay agreed upon fees promptly.
5. The Agency expects clients to follow rules and procedures for specific services and offices.

ALL THE ABOVE IS NOTED IN A SIGNED AGREEMENT AND CONTRACT BETWEEN CLIENT AND AGENCY.

Fee Refunds

Special circumstances sometimes require a family, or CHI to withdraw from the adoption process before the child arrives home. Fee refunds are determined by the following circumstances:

Circumstance	Fee	Percent Refund
Family cancels. Withdraws after making application	Application Fee	0%
Family cancels. Withdraws within two months after application approval	Application Fee *Agreement Fee	0% 100% *
Family cancels. Withdraws after two months from date of application approval	Application Fee Agreement Fee	0% 0%
Family cancels. Withdraws after dossier is sent to CHI office.	Dossier Fee	0%
Family cancels. Withdraws after they agree to receive referral	Dossier Fee International Fee	0% 50%
Family cancels. Withdraws after they travel and see the child.	Dossier Fee International Fee	0% 0%
Family is refused a referral by adoption officials in country	Dossier Fee	0%
Foreign adoption officials cancels assignment after family accepts child and offers no 2nd referral	Dossier Fee International Fee	0% 100%
USCIS does not approve visa for child in country of adoption	Dossier Fee International Fee Post-Placement	0% 50% 100%
Travel and Hotel fees are parents' responsibility and are not refundable by CHI	Travel Agency	As regulated by travel agency

Adoptive Father _____ Adoptive Mother _____ Date _____