

## **Client Grievances, Complaints, and Critical Incidents**

Forever Bound Adoption is licensed and regulated by the Utah Office of Licensing. In accordance with Utah Administrative Rule R501-1-9, *Investigations of Alleged Violations*, the Office of Licensing investigates complaints and critical incidents involving alleged licensing violations within licensed human services programs.

Concerns or complaints regarding a licensed program may be submitted to the Office of Licensing by any person and through any method of communication. Complaints may also be sent directly to the Office of Licensing by email at [licensingconcerns@utah.gov](mailto:licensingconcerns@utah.gov).

The Office of Licensing may determine not to investigate a complaint if it is submitted anonymously, is unrelated to the program's current conditions, or does not involve an alleged violation of applicable laws, rules, or statutes.

Licensed programs are also required to report critical incidents involving one or more clients and/or on-duty staff that occur within a licensed setting or while under the direct responsibility and supervision of the program. These incidents must be reported by the licensee to the Utah Department of Human Services (DHS) and to the legal guardians of the clients involved within one business day.