

**La Familia, Inc.
Adoption Services**

**Continuous Quality Improvement
Agreement**

La Familia Adoption Services is interested in your feedback in order to continuously improve our services. We have several systems in place, to get your feedback. There will be times when you will be asked to sign that you received information about a particular referral or other service. There will be times during the process that we may ask you to give us written feedback about our services. Our exit interview will include a series of questions about the quality of the services we provided. In addition, we have a suggestion box in our main lobby, and a grievance procedure process.

While we need to know about any problems you are experiencing or complaints you may have, we also need your feedback about ways we are particularly helpful. We appreciate your perspective, and you may have ideas or suggestions that could improve our services for everyone.

Please sign here to acknowledge that you have read this agreement:

Name

Date

Adoption Coordinator's signature:

Name

Date