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March 22, 2011

REVIEW AUTHORITY: Barbara Nielsen, Senior Reviewer

Abigail Rupp
2030 Addis Ababa Place
Dulles, VA 20521

Dear Ms. Rupp:

Richard Klarberg
President & Chief Executive Officer
Timothy F. Noelker
Chair, Board of Trustees

The Department of State (DOS) has designated the Council on Accreditation (COA) to be an accrediting entity to accredit and approve adoption service providers pursuant to Pub. L. 106.279 (the Intercountry Adoption Act). As per 22 CFR 96.71 and our agreement with the Department of State, COA must investigate complaints that may implicate substantial compliance on the part of an accredited, temporary accredited, or approved adoption service provider with applicable Hague Standards.

- Sponsoring Organizations**
- Alliance for Children and Families
 - Association of Jewish Family and Children's Agencies
 - Catholic Charities USA
 - Children's Home Society of America
 - Child Welfare League of America
 - Foster Family-based Treatment Association
 - Joint Council on International Children's Services
 - Lutheran Services in America
 - National Council For Adoption
 - National Foundation for Credit Counseling
 - National Network for Youth
 - National Organization of State Associations for Children
 - Volunteers of America

The purpose of COA's investigative activities is to determine whether complaints, if substantiated, would affect the accreditation or approval status of an adoption service provider. COA will determine whether the information provided with the complaint or uncovered during the course of COA's complaint investigation demonstrates a lack of substantial compliance with applicable Hague standards.

This is to acknowledge our receipt of your complaint against Children's House International. Juanita Lasprilla has been assigned this complaint for investigation under COA's Hague Accreditation Policies and Procedures Manual (available online at www.coanet.org). Ms. Lasprilla will contact you to schedule an interview and/or will request written documentation from you. You can reach Ms. Lasprilla at jlaspriila@coanet.org or 866-262-8088.

Children's House International will be notified of our initiation of an investigation and will be provided with a copy of your complaint. We will advise the adoption service provider that all relevant records should be retained, that there is to be no retaliation against you.

Please be sure to keep us advised of any change in your address or telephone number.

Sincerely,

Jayne Schmidt
Hague Accreditation Project Manager

Council on Accreditation
120 Wall Street
11th Floor
New York, NY 10005
212.797.3900
Fax 212.797.1428
www.COAnet.org
www.COASTandards.org
www.COACanadastandards.org
www.COAafterschool.org