

What are the possible outcomes of a complaint?

Upon the receipt of a complaint, KDCA determines the level of assistance and responds to complaints by providing information and referrals, brief and immediate assistance, or investigation. KDCA may take action that includes, but is not limited to any of the following or any combination of the following:

- recommendations to the agency for changes in policy, procedure, or practice that should be implemented to improve service delivery and accountability;
- recommendations to the agency for its own internal or external investigation, review or audit; or
- recommendations for legislative enactments that would improve services and accountability

At the conclusion, a complaint allegation is supported or unsupported. A supported finding, in some instances, may involve a past action or inaction. In this scenario, KDCA is unable to directly advocate for change in that particular case. However, instances where the situation is ongoing, KDCA may take steps to directly advocate for best practices attempting to resolve the complaint when possible.

KDCA does not have the authority to:

- interfere or intervene in any criminal or civil court proceeding;
- investigate complaints related to judges, magistrates, attorneys or *guardians ad litem*;
- overturn any court order;
- mandate the reversal of an agency/provider decision;
- offer legal advice.

Please note that we cannot investigate current allegations of child abuse or neglect. If you need to report current concerns please contact the Kansas Department for Children and Families at 1-800-922-5330.



@childadvocateKS



Division of the Child Advocate

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Mission

The mission of the Division of the Child Advocate is to safeguard the right that all Kansas children have to be cherished, the opportunity to thrive, and are safe from abuse, neglect, and harm. KDCA carries out this mission by providing independent oversight and increased accountability of our State child welfare services, improving delivery and deepening confidence in the child welfare system.

KDCA completes an impartial, independent review of Kansas child welfare policies, procedures, and practices, including an independent investigation and evaluation of concerns voiced by children, families, and other individuals.

The Division of the Child Advocate is committed to independence, transparency, accountability, voice, and impactful change. KDCA will act according to the highest standards of ethics, honesty, respect, and dignity. KDCA will operate in a thorough, competent, and efficient manner to effectuate change.

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What is the Division of the Child Advocate?

The State of Kansas Division of the Child Advocate was established by Executive Order 21-28, in October 2021 within the Office of Public Advocates, as set out by Executive Order 21-27

The purpose of the Division of the Child Advocate is to ensure that children and families receive adequate coordination of child welfare services, prevention, protection and care through services offered by the Department for Children and Families, the Department for Aging and Disability Services, Department of Corrections, the Department of Health and Environment and juvenile courts.



Visit our Website at childadvocate.ks.gov to see answers to more FAQ

childadvocate.ks.gov

Who can file a complaint?

- The child or youth
- A biological parent of the child
- A foster parent of the child
- An adoptive or prospective parent of the child
- A legally appointed guardian or permanent custodian of the child
- The Guardian *ad Litem* (GAL) of the child
- An adult relative to the child
- School personnel
- Any concerned citizen
- Employee of state agency or grantee
- A Legislator



Will my information be kept confidential?

The Division of the Child Advocate maintains the confidentiality of its complainants unless this is waived by the complainant and such waiver is deemed necessary to carry out KDCA's work or as disclosure may be required by law. The confidential nature of KDCA's work is designed to encourage individuals to report problems or concerns, thereby enabling KDCA to perform its duties more effectively.

Scan the QR Code to access the Online Complaint Form

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