



FAQ's Semi-Annual Report on Complaints

- How do I fill out and submit the SARC, where can I locate the form?

The Semi-Annual Report on Complaints (SARC) is now required to be completed as an activity in the IAAME portal. The SARC activity has been initiated in the Activity section of each Agency/Person's IAAME portal account. You can click on the pencil icon to complete and submit the report. There is no longer a separate form.

- If I answer "No" to the first question, "Has the Agency/Person received any complaints (including complaints regarding the use of the ASP's foreign and domestic supervised providers) during the 6-month period covered by this report," can I skip the rest of the questions and go right to the acknowledgement and attest?

No. The portal will not allow the Activity to be submitted unless every field is completed. If the answer is none, enter 0.

- How should I calculate the number of domestic and supervised providers utilized?

Please count any supervised providers the Agency/Person has active agreements with, regardless of whether or not the agency/person worked with the supervised provider during the reporting period. Exempted providers do not need to be counted.

- Do I report all complaints I am aware of regarding the supervised provider I am working with, or just the complaints related to my agency and/or clients?

The Agency/Person needs to report complaints filed against any supervised providers if the complaint was in relation to a case in which the agency/person was the primary provider.

- How do I know if the supervised provider I am working with has received any complaints?

In accordance with 96.45(b)(10) and 96.46(b)(10), an agency or person acting as a primary provider and using supervised providers in the United States or in foreign countries must have a written agreement which requires the supervised provider to provide the primary provider on a timely basis any data that is necessary to comply with the primary provider's reporting requirements.

- How do I provide a copy of this report to the Department of State following IAAME's review and approval?

After the Semi-Annual Report on Complaints (SARC) is approved by IAAME, the agency/person should open the SARC, and select "Print" in the upper right-hand corner. A new screen will appear. The agency/person should then select "Print" in the upper right-hand corner. A PDF of the document will then be generated. The agency/person should save the PDF and email the PDF to the Department of State at adoption@state.gov.