



## FAQ Semi-Annual Report on Complaints (SARC)

1. When does the SARC become available in the IAAME portal?

*The SARC is initiated in the agency/person's IAAME portal account as an activity on April 1<sup>st</sup> and October 1<sup>st</sup> of each calendar year.*

2. When is the SARC due to IAAME?

*The SARC is due to IAAME within ten (10) business days of April 1<sup>st</sup> and October 1<sup>st</sup> each calendar year.*

3. What period does the SARC cover?

*The SARC covers the preceding six months prior to April 1<sup>st</sup> or October 1<sup>st</sup>. The SARC covers the reporting period of either April 1 – September 30 or October 1 – March 31.*

4. How do I complete and submit the SARC?

*The SARC is 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.*

5. What complaints need to be reported on the SARC?

*Only complaints lodged directly against the agency/person (including the agency/person's use of supervised providers) need to be reported.*

- *If the complaint was lodged directly with the agency/person, the agency/person must report those complaints*
- *If the complaint was lodged directly first with the agency/person and subsequently with the Hague Complaint Registry, the agency/person must report those complaints*
- *Pursuant to 22 CFR 96.41(b), only complaints filed by birth parents, prospective adoptive parents, adoptive parents or adoptees should be reported*

6. How do I provide a copy of this report to the Department of State following IAAME's processing?

*After the SARC is processed by IAAME, open the SARC, and select "Print" in the upper right-hand corner. A new screen will appear. Then select "Print" in the upper right-hand corner. A PDF of the SARC will be generated. The agency/person should save the PDF and email the PDF and summary of all complaints (if applicable) to the Department of State at [ASPadoption@state.gov](mailto:ASPadoption@state.gov).*