



Creating a legacy of thriving families from the adoption plan to child's independence

To File an Electronic Complaint about Families Through Adoption with the Department of State:

1. Go to the Department of State's Website: <https://travel.state.gov/content/travel.html>
2. Click on "Intercountry Adoption"
3. On the top, click the "About Adoption Service Providers" tab
4. On the left hand side, scroll down and click "Complaint Registry"
5. Click the large blue box that says "Enter Complaint Registry"
6. Follow the Directions that the Department of State provides to submit an electronic complaint, and fill out the necessary information

You can also file a complaint with Families Through Adoption to the Department of State via fax or mail. To do so, follow the same steps and print the form provided by the Department of State. Then, submit by the following:

Fax: 202-736-9080

**Mail: U.S. Central Authority
U.S. Department of State
Bureau of Consular Affairs
Office of Children's Issues, Adoption Unit
SA-17, Floor 09
Washington, DC 20522-1709**

The Department of State also requests any supporting documentation that coincides with the complaint being registered.

You are also able to request the documentation from the Department of State by calling this phone number: **(888) 407-4747**