



## CLIENT GRIEVANCE PROCEDURE SIGN OFF

As part of our commitment to excellence, all persons served by Lutheran Child and Family Services have the right to file a grievance at any time without fear of their services being denied, reduced, suspended, or terminated.

LCFS uses a two-tier grievance procedure. The first tier is a complaint. We encourage you to work out any complaints within the already established relationship between you and your direct service worker/team and, if necessary, their supervisor. The second tier is a grievance. The grievance procedure is as follows:

1. When the outcome of the meeting between you, your direct service worker and/or with their supervisor is not satisfactory, you are encouraged to file a formal, written grievance with the Regional Program Director or Manager overseeing the program. The LCFS Direct Service Personnel will provide you with contact information and a form to assist you in filing a grievance should you request it. Please note that it is not necessary to put your complaint in writing should you wish to file a formal grievance. If you choose not to, your worker will do it for you in order to have a copy for your file. Upon receipt of a client grievance, the Regional Program Director or Manager has 10 working days to schedule a meeting, either in person or via telephone, with all parties involved at a mutually agreed upon time.
2. If the issue is not resolved, the grievance is escalated to the Corporate Officer who has administrative authority over the program you participate in. This person will contact you to attempt to resolve the grievance.
3. If the grievance remains unresolved at this level, the issue will be escalated to the Associate Vice President of Strategy & Organizational Excellence, Privacy Officer to convene the Client Grievance Committee. The Associate Vice President of Strategy & Organizational Excellence, Privacy Officer will establish and facilitate the Client Grievance Committee with the involvement of the Chief Operations Officer, and a decision will be rendered and communicated, in writing, within 30 calendar days of escalation.
4. If you are not satisfied with the decision of the Client Grievance Committee, you have the right to appeal to the President and CEO, in writing, within 7 days of receiving the decision from the Committee. The President and CEO will review your appeal and respond to you within 10 days. This determination is considered final.

All grievances that reach the second tier are tracked for quality improvement purposes. Non-identifying information is collected and sent to the Director of Data & Information Services to be aggregated and reported quarterly to the Risk Management Committee.

Copies of all written grievances will be placed in your file.

**DCFS Service Appeal:** If you have been referred to us through the Department of Children and Family Services of Illinois (DCFS), you have the right to appeal service decisions directly with DCFS. DCFS has created a Service Appeal brochure to assist you with this process. This brochure is made available to you by your worker.

**Foster Parent Law:** The Illinois Foster Parent Law entitles additional grievance procedures for licensed foster parents should you feel your rights have been violated under the Foster Parent Law. This grievance procedure is to be used by foster parents for grieving alleged violations of the Foster Parent Law that are not covered by an already existing grievance or appeal process (i.e. it cannot be used to address issues that are covered by the service appeal process, the appeal process for indicated cases of child abuse/neglect, the process for appealing licensing investigation findings or license revocations, etc.). If you are a licensed foster parent or unlicensed relative caregiver, the Foster Parent Law Grievance Procedure is provided to you by your licensing representative at the time of licensing or at the initial home visit, respectively.



**I CERTIFY THAT I HAVE RECEIVED A COPY OF THE LCFS GRIEVANCE. PROCEDURE**

Date: \_\_\_\_\_  
CLIENT

Date: \_\_\_\_\_  
GUARDIAN

Date: \_\_\_\_\_  
WORKER