CLIENT GRIEVANCE SIGN OFF

As part of our commitment to excellence, all persons served by Lutheran Child and Family Services [1]have the right to file a grievance at any time without fear of their services being denied, reduced, suspended, or terminated, or experiencing any form of retaliation. LCFS uses a two-tier grievance process:

Tier 1: Complaint- A concern or dissatisfaction raised with your direct service personnel, their supervisor, or the highest level of local program leadership[2]. Most concerns are resolved at this level.
If you have a concern about your services, your treatment, or any aspect of your experience with LCFS:

- **Step 1:** Share your concern with your direct service personnel or their supervisor. Many concerns can be resolved through direct conversation.
- **Step 2:** If your concern is not resolved through conversation, you may file a written complaint with the Program Director or the highest level of local leadership with administrative authority over the program. Your direct service personnel will provide you with the Client Complaint Form and contact information to assist you. You do not have to put your complaint in writing yourself. If you prefer, your direct service personnel will document your verbal concerns in writing on your behalf, with a copy placed in your file.
- **Step 3:** Upon receipt of a written complaint, the Program Director or equivalent has 10 business days to schedule a meeting, in person or by phone, with all relevant parties at a mutually agreed upon time and address the concerns.

Tier 2: Grievance- When a complaint cannot be resolved at the program level, it becomes a formal grievance, escalated beyond the program and reviewed by the Client Grievance Committee under the leadership of a CQI Results Manager and the Chief Operations Officer (COO).
If your complaint is not resolved at the program level:

- **Step 1:** Your complaint becomes a formal grievance. A CQI Results Manager will be assigned and will convene the Client Grievance Committee, which includes the COO, the CQI Results Manager, and objective leadership staff with relevant service knowledge.
- **Step 2:** The Committee will review your grievance and render a written decision within 30 calendar days of escalation.
- **Step 3:** If you are not satisfied with the Committee's decision, you have the right to appeal in writing to the President and CEO within 7 days of receiving the Committee's decision. The President and CEO will respond within 10 days. This determination is final.

All grievances that reach the second tier are tracked for quality improvement purposes. Copies of all written grievances and the resolution will be placed in your file. All proceedings are kept confidential.

Additional Grievance Pathways:
DCFS Service Appeal (as applicable): If you have been referred to LCFS through the Illinois Department of Children and Family Services (DCFS), you have the right to appeal service decisions directly with DCFS, independent of and in addition to the LCFS process. DCFS has created a Service Appeal Brochure to assist you with this process, which your direct service personnel will provide at intake.

Foster Parent Law (as relevant): 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. Licensed foster parents and unlicensed relative caregivers may file a grievance for alleged violations of their rights under the Illinois 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, including investigations or revocations. The Foster Parent Law Grievance Procedure is provided by your licensing representative at the time of licensing or initial home visit.

A signed and dated copy of this document shall be provided to the client and/or the client's parent/guardian, and the original shall be maintained in the LCFS client file. A copy of this document shall be provided in the client's preferred language.

[1] This policy applies to all LCFS, 360 Youth Services and any other affiliate programs of Lutheran Child and Family Services.
[2] The highest level of leadership in a program may be a Director or an Associate Vice President.

Acknowledgment of Receipt

My (and/or my parent/guardian's) signature on this document indicates that the LCFS Client Grievance Policy and Procedure have been explained to me using a language and method of communication I understand, and that I have received a copy of this document.

Consumer of Service Name (printed):

Consumer of Service Signature: Date:

Parent/Guardian Name (printed):

Parent/Guardian Signature: Date:

My signature indicates I have reviewed and explained the Client Grievance Policy and Procedure with the consumer of service and/or parent/guardian using a language and method of communication I believe they understand. I understand my responsibility to review this document with each consumer of service annually, using the date of the original signature as the renewal timeframe.

LCFS Worker Name (printed):

LCFS Worker Signature: Date:

Original: Client File *Copy: Consumer of Service/Client*