

## Complaint and Grievance Client Handout

At Lutheran Family Services (LFS), it is our hope that complaints and grievances by a client or other stakeholder about LFS can be resolved with the program or department staff and their supervisor. However, there may be times when this is not possible and clients and other LFS stakeholders desire to have an independent investigation completed. When an independent investigation is requested, the matter is to be referred to the LFS Quality Improvement Department.

If you have discussed your complaint with your service provider and/or their supervisor and your complaint has not yielded a satisfactory result, please refer to the following steps:

1. An LFS staff member will provide you with a copy of this *Complaint and Grievance Client Handout* and the *Complaint and Grievance Reporting form*. Alternatively, you may visit <https://www.OneLFS.org/contact/> and select the “File a Complaint or Grievance” button near the bottom of the page.
2. Upon completion of the *Complaint and Grievance Reporting form*, you can ask an LFS staff member to forward it to the Quality Improvement Department or you can send it to:  
Quality Improvement Department  
Lutheran Family Services  
124 South 24<sup>th</sup> Street, Suite 230  
Omaha, NE 68102  
If you file the form online at <https://www.OneLFS.org/contact/>, the information you entered will be sent to the Quality Improvement Department.
3. The Quality Improvement Department will have ten (10) working days to investigate your complaint and grievance and provide a written report of the findings and proposed resolution. The investigation may include a meeting or conversation with you, the Quality Improvement Department, and other pertinent LFS staff.
4. After the investigation by the Quality Improvement Department, if the complaint and grievance remain unresolved, a request may be made for the Chief Program Officer to review the investigation findings. The Chief Program Officer will have ten (10) working days to review the complaint and grievance documentation and provide a written response.
5. If after the investigation by the Chief Program Officer, the complaint and grievance remains unresolved, a request may be made to the LFS President & CEO to review the investigation findings. The President & CEO will have fifteen (15) working days to review the complaint and grievance and the documentation and provide you with a written response. The decision of the President & CEO will be final and exhausts all avenues of appeal.

At all times, you have the right to contact the following regulatory bodies to issue a complaint:

Council on Accreditation (COA)  
coainfo@coanet.org  
(212) 797-3000

The Nebraska Department of Health and Human Services Regulation and Licensure  
P.O. Box 94986  
Lincoln, NE 68509-4986  
(402) 471-2155

**Refugee clients resettled in Lincoln, NE; Lexington, NE or Council Bluffs, IA may also contact:**

Church World Service  
Immigration and Refugee Program Central Office  
475 Riverside Dr., Suite 700  
New York, NY 10115  
Phone: 212-870-2061  
Fax: 212-870-3194  
[irp@churchworldservice.org](mailto:irp@churchworldservice.org) or [IRPFeedback@cwsglobal.org](mailto:IRPFeedback@cwsglobal.org)

Office of the Nebraska State Refugee Coordinator  
Sara Bockelman  
[Sara.bockelman@nebraska.gov](mailto:Sara.bockelman@nebraska.gov)  
Phone (402) 480-8394

Office of the Iowa State Refugee Coordinator  
Mak Suceska  
Bureau Chief  
Iowa Department of Human Services  
[msucesk@dhs.state.ia.us](mailto:msucesk@dhs.state.ia.us)  
<https://dhs.iowa.gov/refugee-services>

**Refugee clients resettled in Omaha, NE may also contact:**

LIRS Headquarters  
700 Light Street  
Baltimore, Maryland 21230  
email: [lirs@lirs.org](mailto:lirs@lirs.org)  
phone: 410-230-2700  
fax: 410-230-2890

Office of the Nebraska State Refugee Coordinator  
Sara Bockelman  
[Sara.bockelman@nebraska.gov](mailto:Sara.bockelman@nebraska.gov)  
Phone (402) 480-8394