

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 24th 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

Child Protective Services (CPS) – (800) 652-1999

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 or IRPFeedback@cwsglobal.org

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

Office of the Iowa State Refugee Coordinator
Mak Suceksa
Bureau Chief
Iowa Department of Human Services
msuceks@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
phone: 410-230-2700
fax: 410-230-2890

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