Lutheran Family Services
for the well-being of all people

LFS Mission: *Lutheran Family Services expresses God's love for all people by providing quality human care services that build and strengthen individual, family and community life*

Uburenganzira n' inshingano zumukiriya

(Client Rights & Responsibilities - Kinyarwanda)

Uburenganzira bw'umukiriya

Nk'umukiriya wa Lutheran Family Services, ufite uburenganzira bwo:

- Kwitabwaho neza bitarimo ubusumbane ndetse no guhabwa serivisi zitarimo ivangura kandi hagakurikizwa amategeko nibiteganyijwe.
- Guhabwa serivisi zitavangura, zubaha kandi zifasha imico n'indimi zitandukanye
- Kugira uruhare mumyanzuro ifatwa ijyanye na serivisi uhabwa ntagahato ushyizweho
- Ibanga n'umutekano uhagije w' amakuru yubuzima bwawe bwite (soma inyandiko ijyanye no kubika amabanga yawe)
- Guhabwa ubusobanuro bw' amafaranga wishyuwe nuburyo yishyuwemo
- Kwanga serivisi uhawe uretse igihe urukiko cyangwa amategeko yabitegetse no gusabanurirwa ingaruka zakugeraho zirimo no kwirukanwa
- Guhabwa serivisi ikwiye neza kandi itakubangamiye kugirango ubone ibyo ukeneye.
- Guhabwa serivisi itarimo guharabika cg akarengane.
- Kugira ubwisanzure,kudakorerwa akarengane no kutirengizwa
- Kumenyeshwa inyungu zose, ingaruka cg ubundi buryo wahabwa serivisi ugenewe zateguwe
- Kumenya ko LFS itegetswe gutanga amakuru kukarengane cg ihohoterwa rikorerwa abana cg abantu batishoboye kd ifite inshingano zo kuburira abo bantu bahohoterwa ko bashobora kugirirwa nabi.
- Gusaba guhindurirwa umushinga igihe hari undi mushinga utanga serivisi.
- Gutanga ikibazo cg imbogamizi ntabwoba bwuwakugirira nabi (soma uburyo umuntu atanga ikibazo cye cg imbogamizi)

Inshingano z'umukiriya *(kutubahiriiza izinshingano bishobora gutuma ubufasha uhabwa buhagarara)*

- Gutanga amakuru akenewe kugirango uhabwe serivisi
- Kugira uruhare mumyanzuro ya serivisi uhabwa

- Kubaha umutungo wa LFS ndetse ukubaha n’uburenganzira bw’abakozi nabandi bakiriya bagenzi bawe.
- Kubahiriza gahunda yateguwe cg kumenyesha ko utari buboneke byibuze amasaha 48(niba bishoboka) mbere yuko gahunda itangira.
- Kwishyura serivisi zishyuzwa igihe wazihawe.
- Kubaha no gukurikiza itegeko ko kumushinga batahanywera itabi ndetse nibindi biyobyabwenge
- Kumenya ko abakozi ba LFS bategetswe gutanga amakuru yakarengane cg ibikorwa bibi umuntu yakikoreraho cg yakorera abandi