

Complaint / Grievance Client Handout

At Lutheran Family Services (LFS), it is our hope that complaints / grievances about LFS by a client or other stakeholder can be resolved with department staff and their supervisor. At times, clients and other LFS stakeholders may want an independent investigation conducted. In these instances, the matter is 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 satisfactory results, please refer to the following steps:

1. At your request, an LFS employee will provide you a copy of this handout and the *Complaint / Grievance Reporting form*. Or you may visit <https://www.OneLFS.org/contact/> and click the “File a Complaint / Grievance” button.
2. If you complete a paper form, ask an LFS employee to forward it to the Quality Improvement department, or send it to:

Lutheran Family Services
Attn: Quality Improvement department
7929 West Center Road
Omaha, NE 68124
quality@onelfs.org

If you complete the form at <https://www.OneLFS.org/contact/>, your information is sent directly to the Quality Improvement department.

3. The Quality Improvement department has ten (10) working days to investigate and provide a written report of the findings and proposed resolution. The investigation may include a meeting with you and pertinent LFS staff.
4. After investigation by the Quality Improvement department, if the complaint / grievance remains unresolved, you may request that an LFS Vice President review the investigation findings. The LFS Vice President has ten (10) working days to investigate and provide a written response.
5. After investigation by the LFS Vice President, if the complaint / grievance remains unresolved, you may request the LFS President & CEO review the investigation findings. The President & CEO has fifteen (15) working days to provide 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:

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

Nebraska Child and Adult Abuse Hotline - (800) 652-1999

Iowa Child and Adult Abuse Hotline - (800) 362-2178

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 Suceska
Bureau Chief
Iowa Department of Human Services
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
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