

## **Complaint / Grievance Client Handout**

Complaints / grievances about Lutheran Family Services (LFS) by a client or other stakeholder are often best and more quickly resolved directly with department staff and their supervisor. However, at times, clients or other stakeholders may want an independent investigation conducted. In these instances, the matter is referred to the LFS Quality & Data department as a complaint/grievance. Clients and stakeholders have the right to file a complaint/grievance without interference or retaliation.

**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 & Data department, or send it to:

Lutheran Family Services  
Attn: Quality & Data department  
7929 West Center Road  
Omaha, NE 68124  
[quality@onelfs.org](mailto:quality@onelfs.org)

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

3. The Quality & Data 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/or pertinent LFS staff.
4. After investigation by the Quality & Data department, if the grievance remains unresolved, you may request a review by the appropriate Vice President or Regional Vice President, who will have ten (10) working days to review the documentation and provide a written response.
5. After review by a Vice President or Regional Vice President, if the grievance remains unresolved, you may request a review by the Chief Program Officer, who will have ten (10) working days to review the documentation and provide a written response.
6. After investigation by the Chief Program Officer, if the grievance remains unresolved, you may request a review by the LFS President & CEO. 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 issue a complaint with the following regulatory bodies:

- **The Nebraska Department of Health and Human Services Regulation and Licensure**  
P.O. Box 94986  
Lincoln, NE 68509-4986  
(402) 471-2115  
[DHHS.LicensureUnit@nebraska.gov](mailto:DHHS.LicensureUnit@nebraska.gov)
- **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 contact:

- **Church World Service**  
Immigration and Refugee Program Central  
Office 475 Riverside Dr., Suite 700  
New York, NY 10115  
212-870-2061  
[irp@churchworldservice.org](mailto:irp@churchworldservice.org)
- **Office of the Nebraska State Refugee Coordinator**  
Sara Bockelman  
[Sara.bockelman@nebraska.gov](mailto:Sara.bockelman@nebraska.gov)  
(402) 480-8394
- **Office of the Iowa State Refugee Coordinator**  
(515) 344-3675  
[brsrefugee@hhs.iowa.gov](mailto:brsrefugee@hhs.iowa.gov)  
<https://hhs.iowa.gov/assistance-programs/refugee-services>

Refugee clients resettled in Omaha, NE may contact:

- **Global Refuge**  
Attn: Refugee Services  
700 Light Street  
Baltimore, Maryland 21230  
[clientfeedback@globalrefuge.org](mailto:clientfeedback@globalrefuge.org)  
(888) 413-7766
- **Office of the Nebraska State Refugee Coordinator**  
Sara Bockelman  
[Sara.bockelman@nebraska.gov](mailto:Sara.bockelman@nebraska.gov)  
(402) 480-8394