

Complaint and Grievance Client Handout

At Lutheran Family Services of Nebraska, Inc. (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 manager.

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*.
2. Upon completion of the *Complaint and Grievance Reporting form*, you can ask an LFS staff member to forward it to the Quality Improvement manager or you can send it to:
Quality Improvement Manager
Lutheran Family Services, Inc.
124 South 24th Street, Suite 230
Omaha, NE 68102
3. The Quality Improvement manager will have ten (10) working days to investigate your complaint and grievance. The investigation may include a meeting with you, the Quality Improvement manager, and pertinent LFS staff.
4. Upon completion of the investigation, the Quality Improvement manager will have five (5) working days to provide you with a written report of the findings and proposed resolution.
5. If after the investigation by the Quality Improvement manager, the complaint and grievance remains unresolved, a request may be made for the President & CEO of LFS 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:

1. Council on Accreditation (COA)
coainfo@coanet.org
(212) 797-3000
2. The Nebraska Dept. of Health and Human Services Regulation and Licensure
P.O. Box 95007
Lincoln, NE 68509-5007
(402) 435-2133