

**LUTHERAN CHILD & FAMILY SERVICES OF ILLINOIS
EXECUTIVE POLICY TRANSMITTAL 98-8B REGARDING
PROCEDURES AND TIME FRAME RELATIVE TO CLIENT GRIEVANCE**

1. The "LCFS Commitment to Excellence" is posted in the waiting room of each LCFS office. A copy is available upon request.
2. When the client indicates he/she wishes to register a grievance verbally or in writing or in response to a client service assessment, a meeting time with the assigned direct service worker's Program Supervisor and the Program Manager/Director will be scheduled immediately. The assigned worker may also be present. This meeting must be scheduled within 10 working days of the verbal or written receipt of the complaint. The Program Manager/Director informs the appropriate Corporate Officer about the receipt of the grievance and the plan for the scheduled meeting. A written record of the grievance starts with this step and is continued throughout the procedure.
3. If the meeting with the Program Supervisor and the Program Manager/Director does not resolve the situation, the client will be requested to send a written grievance within 30 days to the Manager of Quality Assurance. Assistance to do so will be provided, if requested. The client will be advised that if the letter is not received within 30 days, the Agency will close the matter. The Program Manager/Director shall notify the Manager of Quality Assurance of the meeting and the potential written grievance. If the grievance has not been received within 30 days, the Manager of Quality Assurance will send a letter of closure. Upon receipt of the written grievance the Manager of Quality Assurance will send a letter to the client acknowledging the receipt of a grievance and will review the situation from various perspectives for compliance. The recommendations for resolution of the grievance will be presented in writing to the appropriate Corporate Officer.
4. The appropriate Corporate Officer will schedule a meeting of the Client Grievance Committee to review the recommendations and determine proposed resolution. The Client Grievance Committee consists of the appropriate Corporate Officer, the Manager of Quality Assurance and agency employees with no prior contact with the client filing the grievance. The appropriate Corporate Officer will convey the decision of the committee in writing to the client within 30 days following the receipt of the written grievance by the Manager of Quality Assurance. If the client accepts the proposed resolution, the client shall acknowledge his/her agreement by signing a copy of the written proposed resolution and return the signed copy to the Agency.
5. If the matter still remains unresolved, a client has a right to appeal in written form to the President/CEO. The client will be notified that he/she has a maximum of 30 days from the date of the report by the appropriate Corporate Officer to make this response in writing. The President/CEO shall make a final determination, and notify the client in writing within 30 days. The President/CEO shall notify the Quality Assurance Committee of his/her decision and the minutes of the Quality Assurance Committee minutes will be distributed to the Board of Directors.
6. The client's services are not to be denied, reduced, suspended or terminated for exercising their grievance rights.
7. During the grievance procedure, the client has a right to contact the Guardianship and Advocacy Commission, Equip for Equality and the Department of Children and Family Services for assistance. LCFS staff will offer assistance to the client by giving each client the address and telephone number of any of these organizations.



Lutheran Child and Family Services of Illinois

7620 Madison Street, River Forest, Illinois 60305, (708) 771-7180

COMMITMENT TO EXCELLENCE

All clients and service providers of the Agency have the right of grievance on matters related to fair and equitable provision of Agency services. The grievance procedure is as follows:

1. When it becomes known that a client is registering a grievance relating to service, a meeting shall be scheduled with the client, the Direct Service Worker, the Program Supervisor and the Program Manager/Director to clarify the issue and attempt to resolve the conflict.
2. If resolution is not achieved in this meeting, the client may submit a written statement of the grievance to the Program Manager/Director and Manager of Quality Assurance within 30 days. The Manager of Quality Assurance will review the situation and present recommendations to the Client Grievance Committee, which will be chaired by the appropriate Corporate Officer. The appropriate Corporate Officer will convey the decision of the Client Grievance Committee in writing to the client within 30 days following the Quality Assurance Manager's receipt of the written grievance.
3. If the grievance continues to be unresolved, the client has the right to appeal within 30 days in writing to the President/CEO.
4. The President/CEO shall make the final decision on the matter.

I HAVE RECEIVED THE GRIEVANCE PROCEDURE.

_____	_____
Client	Date
_____	_____
Guardian	Date
_____ / _____	_____
Direct Service Worker Signature Qual.	Date