



# Lutheran Child and Family Services of Illinois

## CLIENT PARTNERSHIP IN BUILDING EXCELLENCE ADOPTION

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. Contact the Director of Adoptions Laurie Lawton at 708-771-7180, ext. 228, [laurie\\_lawton@lcfs.org](mailto:laurie_lawton@lcfs.org), or by mail to One Oakbrook Terrace, Suite 501, Oakbrook Terrace,, IL 60181. If for any reason a person finds it difficult to report his or her concerns to the Director of Adoptions, the person may report the concerns to Vice President and Chief Operating Officer Beverly Jones at 708-771-7180, ext 247, or [bev\\_jones@lcfs.org](mailto:bev_jones@lcfs.org), or by mail to One Oakbrook Terrace, Suite 501, Oakbrook Terrace,, IL 60181. The agency shall initiate an investigation of all grievances within two (2) business days.
2. The agency will maintain documentation of all grievances.
3. Within ten (10) days of receipt of a grievance the agency will report the grievance, as well as any action taken and resolutions to date, to the regional licensing office of the Illinois Department of Children and Family Services (DCFS) or the DCFS licensing representative.
4. If requested, a meeting will be scheduled with the client, the direct service worker, the worker's supervisor and the program director to clarify the issues and attempt to resolve the conflict.
5. If resolution is not achieved at the meeting provided for in paragraph 4 above, the client may submit a written grievance to the program director and manager of quality within thirty (30) days of the meeting, which written grievance shall be responded to within thirty (30) days.
6. If the program director and manager of quality do not resolve the grievance to the satisfaction of the client the client has the right to appeal within thirty (30) days in writing to the president/CEO of the agency.
7. The president/CEO shall make the final decision on the matter and respond to the client within thirty (30) days.
8. Resolutions of all grievances shall be reported to the agency's board of trustees at the next board meeting following the resolution.

I HAVE RECEIVED THE GRIEVANCE PROCEDURE.

\_\_\_\_\_  
Client Date

\_\_\_\_\_  
Guardian Date

\_\_\_\_\_  
Direct Service Worker Signature Qual. Date

12/15/14