

OUR MISSION

God's love in Jesus Christ empowers Lutheran Family & Children's Services of Missouri to help families, children and individuals experience greater hope and wholeness of life.

OUR COMMITMENT

Our commitment is to serve families and children throughout the State of Missouri in a quality manner. To this end, we ask ourselves the critical questions:

- Are we effective in getting results?
- What are the challenges we face?
- How can we do better?

These questions help guide our activities and improve on the systems that support our day-to-day operations.

LFCS is committed to your privacy. Information that LFCS collects, with or without your knowledge, will not be misused.



Lutheran Family & Children's Services is a statewide organization with offices in:

St. Louis Metropolitan Area

9666 Olive Boulevard, Suite 400
St. Louis, MO 63132
314-787-5100 • 1-866-326-5327

Mid-Missouri

401 West Boulevard North, Suite B
Columbia, MO 65203
573-815-9955

St. Charles

3670 West Clay Street
St. Charles, MO 63301
636-949-5522

Southeast Missouri

3178 Blattner Drive
Cape Girardeau, MO 63703
573-334-5866

Southwest Missouri

2130 N. Glenstone Avenue
Springfield, MO 65803
417-862-1972

Hilltop Child Development Center

6155 West Florissant Avenue
St. Louis, MO 63136
314-389-1001



314-787-5100 or 1-866-326-LFCS (5327)

If interested in learning more about our services, volunteering, or making a donation to LFCS, call or visit our website

www.lfcsmo.org

COMMITMENT TO QUALITY



Our Commitment
To Quality



OUR COMMITMENT TO QUALITY

Lutheran Family and Children's Services' goal is to deliver quality services to our clients.

LFCS wants you to be pleased with the services we provide. It is expected that before any formal (written) process is taken, that an attempt has been made to resolve the concern through discussions with the appropriate staff within the agency.

If a person is unhappy with our service or with any agency procedure, policy, decision or action taken by LFCS staff, he/she is entitled to express that dissatisfaction verbally and/or in writing to the appropriate administrative person.

COMPLAINTS

A complaint is a concern which does not involve an employee and has not been settled through informal discussions, and a person would like a formal process within LFCS of Missouri to share his/her concerns.

GRIEVANCES

A grievance results from dissatisfaction with an employee or volunteer associated with LFCS regarding a decision that was made about the delivery of service and the client feels the need to be heard and addressed by the agency's administration.

HOW TO FILE A COMPLAINT OR GRIEVANCE

If the matter is not resolved satisfactorily through discussion, a written statement may be prepared and submitted to the staff's immediate supervisor.

Any complaint or grievance submitted in writing will be forwarded to the program or department's supervisor and the program director immediately.

A written response to the statement shall be provided within seven business days.

If the problem is not resolved to the satisfaction of mutual parties, the grievance may be appealed to the following list of administrative personnel:

1. Program Director
2. Vice President of Program Services
3. President/CEO

No agency or representative of the agency will discourage or retaliate against any person who makes a complaint, expresses a grievance or negative opinion about LFCS or a staff member's performance.

If you have a grievance, please file it in writing to our local LFCS office. Contact information for each office can be found on the back of this brochure.