

## 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?

The approach of LFCS to service delivery is strength based and collaborative, promoting respect and positive behavior in a safe and secure environment. We assess potential clients for appropriateness of service and may refer to other resources to best meet the needs of the client.

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

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

307 Locust Street  
Columbia, MO 65201  
573-815-9955

### St. Charles

100 Piper Hill Drive  
St. Peters, MO 63376  
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

### Franklin County

15 South Oak  
Union, Missouri 63084  
636-234-0893



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](http://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

## FOR MORE INFORMATION

To learn more about Lutheran Family and Children's Services commitment to quality, please visit our website at [lfcsmo.org/about/quality](http://lfcsmo.org/about/quality).

**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.