

LFCS COMMITMENT TO QUALITY

OUR MISSION

Through Christ's love, we empower children and families to overcome challenges today so they can build a better tomorrow.

OUR VISION

Generations of children and families across Missouri are safer and stronger together.

OUR COMMITMENT TO QUALITY

Our commitment is to deliver quality services to children and families in Missouri.

The service delivery approach at LFCS 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.

LFCS wants you to be satisfied with the services that you receive. If you are unhappy with our service or with any agency procedure, policy, decision, or action taken by LFCS, we encourage you to discuss your concerns with the appropriate staff within the Agency. If you feel that your concerns are not resolved, you are entitled to express your concerns in writing through a formal complaint/grievance process.

HOW TO FILE A COMPLAINT OR GRIEVANCE

If the matter is not resolved satisfactorily through informal discussion, a statement may be submitted in writing to the below address:

**Chief Program Officer
9666 Olive Blvd., Suite 400
St. Louis, MO 63132
(314) 787-5100 · 1-866-326-LFCS (5327)**

Any complaint or grievance submitted in writing will be forwarded to the Program Manager and Program Director immediately. A written response to the statement shall be provided within 7 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. Chief Program Officer
3. President/ CEO

To learn more about LFCS' commitment to quality, please visit our website at lfcsmo.org/about/quality.

Under no circumstances will you be discouraged from expressing a complaint or a grievance about a service or staff member of LFCS, nor will any action be taken against you for voicing your concerns. We will work to address any issues in a timely manner, so that we can continue to provide the highest quality services to our clients.

