

## **Our Commitment to Quality Services**

Caritas Family Solutions is committed to providing the best quality service to residents of Southern Illinois. We respect all individual rights and value feedback about our organization. If you are unhappy with your service, experience, or an employee at Caritas, we would like to hear from you.

Caritas has a clear complaint/grievance procedure to ensure that expressions of dissatisfaction are appropriately handled. Staff are encouraged to listen carefully to a complaint, respond professionally and initiate all reasonable efforts to resolve the problem or issue. If a staff member cannot resolve an issue or problem, they must contact their immediate supervisor to respond.

Below, we have outlined our procedure. If you have any questions, please contact Kelly Le Chien, Director of Quality Improvement at (618) 213-8712 or Kelly.LeChien@CaritasFamily.org.

> The program supervisor or department director will make every attempt to resolve issue or problem.

If not resolved, the Regional Director will make contact with involved parties to determine how best to resolve issue or problem. If not resolved, the Director of Quality Improvement shall determine if a Grievance Committee shall be established for review and proposal of solution.

The Grievance Committee shall conduct interviews, research material and propose a resolution or next course of action.

Any complaint or grievance should begin by contacting the program or department supervisor.