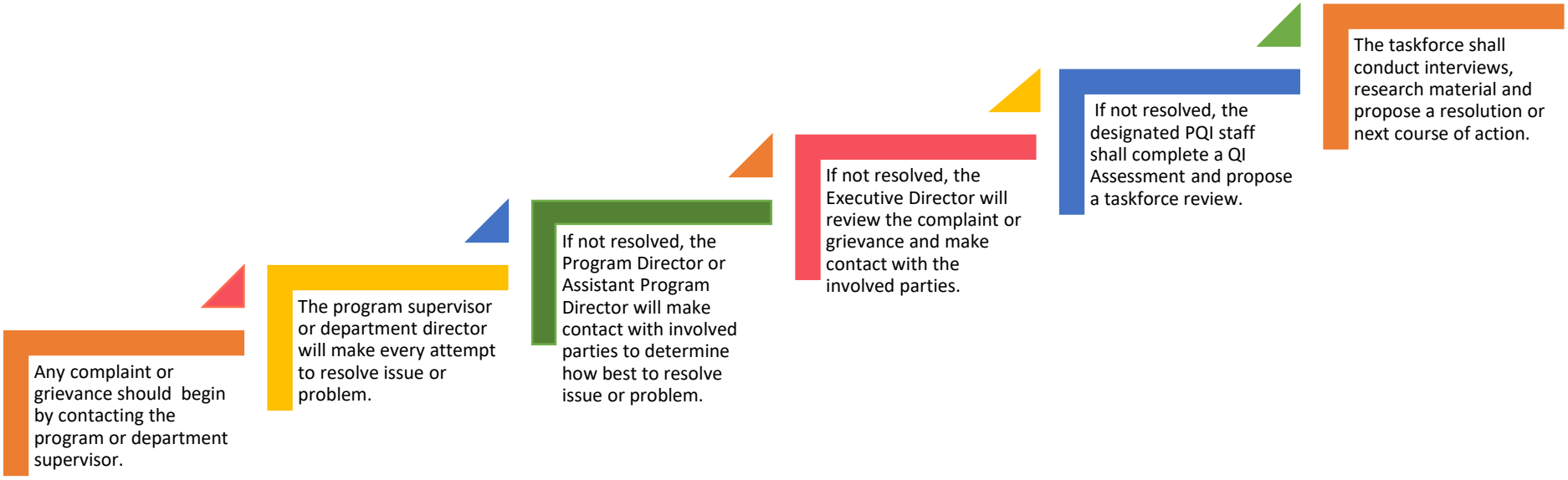
Our Commitment to Quality Services

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 PQI at (618) 213-8700 or Compliance@CaritasFamily.org



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