Finding Solutions Together



Let us know your concern



If you are unable to settle your concern with Saint Francis Ministries staff, please e-mail:
KSCustomerExperience@SaintFrancisMinistries.org
or call toll free,

Customer Experience Support:
1-866-671-4735
Hours: 8-5 | M-F

Saint Francis MINISTRIES

www.SaintFrancisMinistries.org

REV/10-26

Customer Experience

Client Concerns



Saint Francis MINISTRIES



Our Customer Experience Department

- Reviews concerns from children, birth parents, foster parents, courts, attorneys, mental health providers, CASA, schools and placement providers
- Acts as an intermediary for clients when they believe that a neutral voice is needed to resolve differences
- Provides a listening ear and voice to consumers and stake-holders
- Ensures client's rights are protected

When You Have a Concern:

Need or Concern (non-emergency)

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Address with Case Manager/ Family Support Worker

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Address Concerns with Supervisor

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Continued Concern/Issue

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Phone Call to Customer Experience 1-866-671-4735

Emergency Need (after hours or on weekends)

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Examples: Transportation issues, placement concerns, child pick-up/drop-off

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Examples: Acute mental health screening, child in danger, or child out of control.

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Contact our Hotline (staffed 24/7) 1-888-732-4673



Our Customer Experience Professional Will:

- Listen to your concerns
- Document your concerns and suggestions
- Gather relevant information regarding the matter
- Remain neutral and objective
- Help formulate possible resolutions
- Facilitate a meeting with all parties in an effort to come up with a resolution
- Make recommendations to the Saint Francis Administration
- Give feedback on actions and recommendations to those involved