

Acadiana Legal Service Corporation Grievance Policy and Procedures

(This applies to both applicants for assistance and clients) [45 CFR §1620](#)

1. DENIAL OF LEGAL ASSISTANCE:

If you apply for legal assistance at ALSC and are told we cannot help you for any reason, you have a right to make a complaint and have a senior attorney review your case to see if we can accept you as a client. Please follow the steps listed below:

- a. COMPLAINT – Within ten days after you are told that you cannot receive legal assistance, tell our receptionist, or write us a letter saying that you want to discuss the matter with a senior attorney.
- b. APPOINTMENT – You will be phoned or scheduled to speak with an attorney within a week.
- c. APPEAL TO THE DIRECTOR – After talking with the attorney, if you are still not satisfied with the decision, you may speak with the Executive Director or someone he designates. This will happen within two weeks after your discussion with the attorney. You must tell us that you want this review.

2. DISSATISFACTION WITH ALSC'S HANDLING OF YOUR CASE:

If you are not satisfied with the manner or quality of ALSC's legal assistance in your case, you may file a formal complaint for review. Please follow the procedure listed below:

- a. COMPLAINT – ORAL – Tell our receptionist that you want to complain about the legal assistance you are receiving or have received; or
- b. COMPLAINT – WRITTEN – Write a letter to us expressing why you are dissatisfied.
- c. APPOINTMENT – You will be scheduled to speak with the Executive Director or someone he designates within ten days after your complaint is received.

3. DISCRIMINATION:

If you believe that you have been discriminated against in any way by us on the grounds of race, color, religion, sex, national origin, age, handicap or any other consideration prohibited by law, you may file a formal complaint so that we can try to resolve your complaint. Please follow the procedure listed below:

- a. COMPLAINT – ORAL – Tell the receptionist you want to complain about the legal assistance you are receiving or have received; or
- b. COMPLAINT – WRITTEN – Write a letter to us expressing why you are dissatisfied.
- c. APPOINTMENT – You will be scheduled to speak with the Executive Director or someone he designates within ten days after your complaint is received.

4. BOARD APPEALS:

If you are still not satisfied with the decision of the Executive Director in either of the three appeals discussed above, you have the right to present your problem in writing or by phone to the Board Grievance Committee within a month after you request it. If you want, you can have someone help you to explain your complaint, or the Executive Director's secretary will write down your complaint as you tell it to her in your own words so it can be in your complaint file for the Board Grievance Committee to see it in writing.