

LEGAL AID OF ARKANSAS

CLIENT GRIEVANCE PROCEDURE

Reviewed and Approved by LAA Board of Directors, 04/27/2013

IF YOU BELIEVE YOU HAVE BEEN IMPROPERLY DENIED LEGAL ASSISTANCE BY THIS OFFICE, or that this office is in violation of the Legal Services Corporation Act, Regulations, Instructions or Guidelines, or

IF YOU ARE DISSATISFIED WITH THE MANNER OR QUALITY OF THE ASSISTANCE WE HAVE PROVIDED YOU, you are entitled to make a complaint pursuant to our Client Grievance procedure.

GRIEVANCE PROCESSING

LEVEL ONE - A

If you believe you have been improperly denied legal Assistance by this program, you should make a complaint, orally or in writing, to the HelpLine Manager. You will get a written notice of his/her decision within ten (10) days. The name of the HelpLine Manager is at the end of this notice.

LEVEL ONE – B

If you are dissatisfied with the manner or quality of the assistance we have provided you, you should make a complaint, orally or in writing, to the Regional Manager of this office. You will get a written notice of his/her decision within ten (10) days. The name of the Regional Manager is at the end of this notice.

LEVEL TWO

If you and the Supervisor are unable to resolve the complaint, your next step is to complain, orally or in writing, to the LAA Executive Director. The name of the Executive Director is at the end of this notice. The Executive Director will either consider your complaint, or will appoint someone to do so.

LEVEL THREE

If you are still unable to resolve the complaint, then you may have your complaint considered by the Grievance Committee of our Board of Directors by contacting the Administrative Assistant.

REGIONAL MANAGER

Heather Hersh
Ozark Region
1200 Henryetta St.
Springdale, AR 72762
(870) 972-9224, Ext. 4312

Teresa Franklin
Delta Region
714 S. Main Street
Jonesboro, AR 72401
(870) 972-9224, Ext. 6310

EXECUTIVE DIRECTOR

Lee Richardson
714 S. Main Street
Jonesboro, AR 72401
(870) 972-9224, Ext. 6305

ADMINISTRATIVE ASS'T

Elizabeth King
1200 Henryetta Street
Springdale, AR 72762
(870) 972-9224, Ext. 4311

HELPLINE MANAGER

Andrea Walker
714 S. Main Street
Jonesboro, AR 72401
(870) 972-9224 Ext. 6303

LEGAL AID OF ARKANSAS, INC
CLIENT GRIEVANCE FORM
(to be completed by grievant)

It is not necessary to fill out this form in order to make a complaint. You may make your complaint orally; however, a written complaint on this form will help to process your grievance.

PLEASE CHECK THE LEVEL OF YOUR GRIEVANCE AT THE PRESENT TIME

- Level One - A:** You should make your complaint, orally or in writing, to the HelpLine Manager.
- Level One - B:** You should make your complaint, orally or in writing, to the Regional Manager.

- Level Two:** If your complaint was not resolved through the process of Level One, your next step is to complain, orally or in writing, to the LAA Executive Director at 714 S. Main Street, Jonesboro, AR 72401; or 870-972-9224, Ext. 6305 / 1-800-967-9224, Ext. 6305.
- Level Three:** If your complaint was not resolved through the process of Level One or Level Two, then you may proceed to Level Three and have your grievance considered by the LAA Board of Directors Client Grievance Committee. You may submit an oral or written statement to the Grievance Committee, and you may be accompanied by another person at the hearing. Upon request, Legal Aid of Arkansas will prepare a written statement dictated by you for inclusion in the complaint file.

NAME: _____

ADDRESS: _____

TELEPHONE: _____

COMPLAINT [If more space is needed, please use other side of paper or attach additional page(s)]:

SIGNATURE: _____ **DATE:** _____