

**CENTRAL CALIFORNIA LEGAL SERVICES CLIENT GRIEVANCE PROCEDURES
(OFFICE PROCEDURE)**

1. There shall be a Grievance Committee composed of current CCLS Board members, with one of such Board members serving as chair, to hear complaints which arise under these procedures.

2. Any applicant or client who believes that legal assistance has been improperly denied or wish to complaint about the manner and quality of services provided shall be afforded a prompt opportunity to present their complaint to the supervisor of the employee or procedure about which the complaint is made.

3. The applicant or client shall be advised by the reviewing supervisor of their right to seek further review by presentation of their complaint to the Executive Director or the Executive Director's designee. If the applicant or client so requests, the supervisor shall arrange to have the complaint reviewed by the Executive Director or the Executive Director's designee as promptly as practical.

4. The applicant or client shall be advised by the Executive Director or the Executive Director's designee of their right to seek further review by presentation of their complaint to the CCLS Board of Directors' Applicant/Client Grievance Committee. If the applicant or client so requests, the Executive Director or the Executive Director's designee shall request the Chair of the Grievance Committee to convene a meeting of the Committee within ten (10) calendar days of the request and shall notify the applicant or client of the time and place of the meeting.

5. The Executive Director or the Executive Director's designee, at the time of the request for a hearing before the Grievance Committee, shall inform the applicant or client of their right to have the assistance of their own counsel (attorney or other person) at their discretion and at their own cost.

6. Upon request of the complaining party, the Executive Director or the Executive Director's designee will ensure that the applicant or client is able to state their complaint either through oral statement in person, by teleconference, or video conference or any other practical means and/or by written statement. Upon request by the applicant or client, any such statement can be communicated orally and transcribed verbatim into writing by a designated CCLS staff person. Any such written statement shall be maintained as part of the complaint file to be maintained by the office.

7. Any final decision by the Grievance Committee shall advise the complaining party that if they are still dissatisfied with the resolution of their complaint they can file a complaint with the Legal Services Corporation.

8. A record of all complaints submitted to the reviewing supervisors, the Executive Director or their designee, or to the Grievance Committee and the disposition thereof shall be maintained by the Executive Director.

9. The Executive Director or their designee shall ensure that applicants and clients are advised of their rights under this section.