

# NOTICE

## GRIEVANCE PROCEDURE

Idaho Legal Aid Services, Inc. (ILAS) has procedures available in which an eligible individual can register a complaint about the quality of services rendered. An individual to whom ILAS has denied assistance, or for whom assistance has been terminated, may also lodge a complaint.

1. To lodge a complaint against ILAS, an individual may complete a complaint form available at any ILAS office. Said complaint should be given to any local ILAS staff person. Upon receipt, the managing attorney of the local office shall discuss the grievance with the complainant and with the Executive Director of ILAS.

2. If the individual is dissatisfied with the resolution of his/her complaint by ILAS staff, he/she may request a hearing before an ILAS Board Grievance Committee which may hear the complaint pursuant to written procedures.

3. A complainant shall have the right to have local office staff transcribe a brief written statement for presentation to the ILAS Board Grievance Committee as well as the right to be accompanied by another person at the hearing. The ILAS Board Grievance Committee shall issue a written decision following the hearing.

4. The decisions of the ILAS Board Grievance Committee may be reviewed by the full ILAS Board of Directors at its discretion, upon request.

5. An individual may also file a complaint with the Legal Services Corporation, 3333 K Street, N.W., 3<sup>rd</sup> Floor, Washington, D.C. 20007.

6. An individual 60 years of age or older, or a person acting on behalf of an individual 60 years of age or older, who is not satisfied with ILAS's action on their complaint may also file a complaint with their local Area Agency on Aging.

COMPLAINT

I have a complaint as follows:

- I am dissatisfied with the manner or quality of the services being provided to me because:

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- I have been denied the services of Idaho Legal Aid Services, Inc. (ILAS) or assistance has been terminated, and believe I should receive these services because:

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Date: \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Address

You may also contact:

Legal Services Corporation  
3333 K Street, N.W., 3<sup>rd</sup> Floor  
Washington, DC 20007

**Seniors 60 years of age or older may also  
file a complaint with their local Area  
Agency on Aging**