

# **MONTANA LEGAL SERVICES ASSOCIATION**

## **APPLICANT AND CLIENT GRIEVANCE PROCEDURES**

If you feel any of the following listed below, you are entitled to file a grievance:

- That you have been denied services improperly;
- That you were not treated properly; or
- That you are not satisfied with the quality of service or the manner in which the matter is handled.

**STEP 1:** In such a case you may, within 30 days, write to the Executive Director at:

Montana Legal Services Association  
ATTN: Executive Director  
616 Helena Avenue, Suite 100  
Helena, MT 59601

The Executive Director shall conduct an investigation of the matter and make a decision.

**STEP 2:** If the Director's decision does not resolve the problem, you may appeal to the Montana Legal Services Association's Board of Trustees Grievance Committee by writing to them at:

Board of Trustees Grievance Committee  
Montana Legal Services Association  
616 Helena Avenue, Suite 100  
Helena, MT 59601

The Grievance Committee will hold a hearing after fair notice to you. You may make written or oral statements, question witnesses, have your own witnesses, and have someone help you in doing all of this. For more information, you may request a copy of *MLSA Regulation 404 - Applicant and Client Grievance Procedures*.