

MONTANA LEGAL SERVICES ASSOCIATION - CLIENT GRIEVANCE FORM

It is not necessary to fill out this form in order to make a complaint. You may make your complaint orally. A written complaint on this form will help to process your grievance. You may ask for help from an MLSA staff member to request a grievance.

Please check the step of the grievance process you are requesting.

- Step One:** Your complaint will go to the MLSA staff person designated to respond to grievance requests. This staff member has not been involved with your application or case. Send your request to:

Grievance Request
Montana Legal Services Association
616 Helena Avenue, Suite 100
Helena, MT 59601

- Step Two:** If your complaint was not resolved at Step One you may ask the Executive Director to review the Step One decision. Send your review request to:

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

- Step Three:** If your complaint was not resolved through Step One and Step Two, then you may proceed to Step Three and have your grievance considered by the Board of Trustees Grievance Committee. The appeal should be in writing and sent to:

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

Name: _____ Phone Number: _____

Address: _____

E-Mail: _____

Reason for Grievance: (Attach additional pages as needed.)