

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;
- That you were excluded, denied benefits to, or discriminated against on the basis of actual or perceived race, color, religion, national origin, sex, gender identity, sexual orientation, or disability; or
- That you are not satisfied with the quality of service or the manner in which the matter is handled.

STEP 1: Within 30 days of the incident, you may submit a grievance request to:

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

An MLSA staff member not involved in your application or case will conduct an investigation of the matter and make a decision. An MLSA staff member can help you request the grievance.

STEP 2: If you are not satisfied with the decision you may request that the Executive Director review the decision. You must do so within 30 days of the decision. An MLSA staff member can help you request the review. Please address your request to:

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

STEP 3: If the Executive Director's review does not resolve the issue, 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 review your grievance request and issue a written decision. The Grievance Committee may decide to hold a hearing after fair notice to you. If a hearing is held, you may make written or oral statements, question witnesses, have your own witnesses, and have someone help you in doing all this.

For more information, you may request a copy of MLSA Regulation 404 – Applicant and Client Grievance Procedures.