



UTAH LEGAL SERVICES



Committed to Equal Justice

205 NORTH 400 WEST, SALT LAKE CITY, UTAH 84103 * 801-328-8891 * FAX: 801-328-8898 * WWW.UTAHLEGALSERVICES.ORG

CLIENT GRIEVANCE PROCEDURE

If you wish to make a complaint about Utah Legal Services, please follow the procedures below:

If ULS won't take your case

If you have a complaint about Utah Legal Services (ULS) not taking your case, you have the right to speak to the intake unit Managing Attorney or to another supervisor in the program (see below.) If your complaint is still not resolved you have the right to submit a written complaint to the Director. If you need help writing your complaint, please let us know that. Your written complaint can be submitted to any ULS office. The Director will review your complaint and will inform you of her decision by letter within 10 working days.

If you are an existing client of ULS

If you have a complaint about the service you have received from us, or if you feel there has been a violation of the federal Legal Services Corporation Act or regulations, you can first speak to the local office managing attorney or a member of the statewide support unit listed below. If they cannot resolve your concerns you have the right to submit a written complaint. If you need help writing your complaint, please let us know that. Your written complaint can be submitted to any ULS office, or can be sent directly to Catherine Labatte, Chair of ULS Client Services Committee, 962 East Chambers Street #10, South Ogden, Utah 84403.

In instance of a complaint by an existing client the committee will offer to hold an informal hearing. You can have a person of your choice accompany you to the hearing. The committee will hear your statement and discuss the situation with you. The committee will also question staff. The committee will inform you of the decision on your complaint by letter within 10 working days following your hearing.

You can make your initial complaint by calling 1-800-662-4245 or 801-328-8891 in the Salt Lake area and asking for one of these supervisors:

Eric Mittelstadt, Deputy Director
Marty Blaustein, Salt Lake Managing Attorney
Amy Morgan, Intake Managing Attorney

Gary Anderson, Ogden Managing Attorney
Craig Harrison, Chief Information Officer
Sharon White, Provo Managing Attorney

Written complaints can be submitted to:

Utah Legal Services
205 North 400 West
SLC, Utah 84103
Telephone: 800-662-4245
Salt Lake area: 801-328-8891

Or you may also contact:

Legal Services Corporation
Office of Compliance and Review
3333 K Street, N. W., 3rd Floor
Washington, D. C. 20007-3522
Telephone: 202-295-1520

Ogden
298 24th St., #110
84401
801-394-9431
Fax: 801-827-0420

Salt Lake City
205 N. 400 W.
84103
801-328-8891
Fax: 801-328-8898

Provo
455 N. University #100
84601
801-374-6766
Fax: 801-655-5350

St. George
229 E. St. George Blvd. #103
84770
435-628-1604
Fax: 435-986-7163

Toll Free (outside of Salt Lake County): 1-800-662-4245

