



UTAH LEGAL SERVICES

Committed to Equal Justice

960 South Main Street, Salt Lake City, UT 84101 | 801.328.8891 | Fax 801.869.2715 | www.utahlegalservices.org

CLIENT GRIEVANCE PROCESS

If you wish to make a complaint about Utah Legal Services (ULS), please follow these procedures:

If you have a complaint about ULS not taking your case, you have the right to speak to the Intake Taskforce Manager or to another supervisor. If your complaint is still not resolved, you have the right to submit a written complaint to the Executive Director. If you need help writing your complaint, please let us know, and we will find help for you to write the complaint. Your written complaint can be submitted to any ULS office. The Executive Director will review your complaint and inform you of her decision by letter or email within 10 business days.

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 any supervisor 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, and we will find help for you to write the complaint. Your written complaint can be submitted to any ULS office, or can be sent directly to John Zidow, Chair of ULS Client Services Committee, c/o Strong & Hanni, P.C., 102 South 200 East, Suite 800, Salt Lake City, Utah 84111.

In regard to a complaint about the service you received, the Client Services 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 their decision about your complaint by letter or email within 10 business days after your hearing.

You may make your initial complaint by calling (800) 662-4245 or (801) 328-8891, and asking to speak to one of these ULS Taskforce Managers:

Teisha Bunn Intake Unit	McKinley Silvers Family Law	Daniel Crook Housing	Patricia Abbott Public Benefits
Keenan Carroll Consumer Law/Seniors	Scotti Hill Administration Director	Jacob Kent Director of Litigation	

Written complaints can be submitted to:

Pamela Beatse, Executive Director
Utah Legal Services
960 S Main Street
Salt Lake City, Utah 84101
Telephone: (800) 662-4245

Or you may contact:

Legal Services Corporation
Office of Compliance and Review
3333 K Street, N.W., 3rd Floor
Washington, D.C. 2007-3522
Telephone: (202) 295-1520

Ogden
298 24th St., #110
84401
801-394-9431

Salt Lake City
960 S. Main St.
84101
801-328-8891

Provo
455 N. University #100
84601
801-374-6766

St. George
229 E. St. George Blvd. #103
84770
435-628-1604



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