



# 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 (ULS), please follow the procedures below:

If you have a complaint about 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 or email within 10 working 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 that. Your written complaint can be submitted to any ULS office, or can be sent directly to Raj Dhaliwal, Chair of ULS Client Services Committee, c/o Ray, Quinney and Nebeker, 36 South State Street #1400, SLC UT 84111.

In instance of 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 the decision on your complaint by letter or email within 10 working days following your hearing.

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

Gary Anderson, Ogden Managing Attorney  
Sharon White, Provo Managing Attorney  
Patricia Abbott, Public Benefits Supervisor  
Eric Mittelstadt, Deputy Director

Julie Winkler, Family Law Supervisor  
Jacob Kent, Housing Law Supervisor  
Tanta Lisa Clayton, Consumer Law Supervisor  
Amy Morgan, Deputy Director

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., 3<sup>rd</sup> Floor  
Washington, D. C. 20007-3522  
Telephone: 202-295-1520

**Ogden**  
298 24<sup>th</sup> 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