

## **Children's Law Center of Minnesota (CLC) Client Grievance Procedure**

### A. PURPOSE

This client grievance procedure is established to assure that clients and potential clients have full access to the services of the organization. It provides an opportunity for review by senior staff members and, when appropriate, by a member of the Board of Directors of complaints by clients dissatisfied with (1) the legal services provided them by the volunteers or staff of CLC; (2) their treatment by staff; or (3) any other issue concerning CLC.

### B. GRIEVANCE PROCEDURE

#### 1. Posting and Distribution of Policy

- a) A copy of this policy shall be given to any person who requests it.
- b) Staff members shall have the responsibility to inform clients and potential clients of the grievance procedures when asked or when those persons' statements indicate the desire to pursue some type of grievance procedure.
- c) A copy of this policy shall be posted on the CLC web page.

#### 2. Complaint Process

- a) Any person with a complaint shall be provided an opportunity to meet with the appropriate supervising staff attorney as soon as possible. If such a meeting cannot be held at that time, staff members shall provide that person assistance to submit a written statement to the appropriate staff attorney setting forth the basis of the complaint.
- b) In the event the complaint is not resolved by the appropriate supervising staff attorney, the complaining party shall be provided with the name of the Executive Director, and shall, if at all possible, be provided an informal conference with the Executive Director within five working days.
- c) In the event that the complaint is still not resolved after meeting with the Executive Director, the Executive Director shall, if requested to do so by the complaining party, arrange an opportunity for the complaining party to submit a complaint to the Chair of the Board of Directors. The complaint to the Chair must be in writing and must be received by the CLC office within fifteen days of the final discussion seeking an informal resolution of the issue.

d) Any person requesting a hearing from the Board must execute a statement authorizing disclosure to the Board of information from his/her file and, if necessary, waiving the attorney-client privilege for purposes of the grievance proceeding. Client confidentiality shall be protected during the grievance proceeding.

e) A grievance shall be heard by a Board Member designated by the Chair within fifteen days after receipt of the written complaint.

### 3. Records of Complaints

In each instance in which a complaint is considered pursuant to this policy, copies of all written documents relating to the complaint and copies of conversations or meetings shall be maintained on file at the CLC office.

If through the grievance procedure CLC learns of conduct by a volunteer that raises questions regarding the volunteer's competence or the volunteer's ability to work with clients, steps should be taken by the Executive Director to either provide the volunteer with training prior to the assignment of another matter, or to stop referring other matters to that volunteer.

Periodically the Board will review a report from the Executive Director summarizing complaints received and their resolution.