



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 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 Executive 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 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 John Zidow, Chair of ULS Client Services Committee, c/o Strong & Hanni, P.C., 102 South 200 East, Suite 800, SLC UT 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 working days after your hearing.

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

McKinley Silvers – Family Law
Daniel Crook – Housing Law
Teisha Bunn – Intake Unit

Jacob Kent – Consumer Law
Patricia Abbott – Public Benefits Law
Jacob Kent – Director of Litigation

Written complaints can be submitted to:

Pamela Beatse, Executive Director
Utah Legal Services
960 S Main St
Salt Lake City, UT 84101
Telephone: 800-662-4245
Salt Lake City 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. 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

LSC
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LEGAL SERVICES CORPORATION

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