

## **IMMIGRANT LAW CENTER OF MINNESOTA: CLIENT GRIEVANCE PROCEDURE**

Approved by the Board of Directors: May 11, 2021

### **A. PURPOSE**

This client grievance procedure is created to assure that clients and potential clients have full access to ILCM services. Senior staff and/or a Board of Directors member can review complaints by clients not satisfied with the legal services provided by the Immigrant Law Center of Minnesota (ILCM), and complaints by persons rejected for representation by ILCM.

### **B. GRIEVANCE PROCEDURE**

#### **1. Posting and Distribution of Procedure**

- a) A copy of this grievance procedure will be posted in each ILCM office.
- b) A written copy of this grievance procedure shall be provided to any person who requests one.
- c) Staff members will inform clients, potential clients, and family members of the grievance procedure when asked or when anyone indicates that they have a complaint.

#### **2. Complaint Process**

- a) Any person denied legal services or with complaints about legal services can discuss their concerns in person, by phone, or by Teams/Zoom with the appropriate Supervising Attorney or the Legal Director. ILCM will make reasonable efforts to schedule this discussion within 3 business days of the complaint.
- b) If the complaint is not resolved, the complaining party will be referred to the Executive Director. ILCM will make reasonable efforts to schedule an informal meeting in person, by phone, or by Teams/Zoom with the Executive Director within 5 business days of the Supervising Attorney or Legal Director discussion.
- c) If the complaint is still not resolved, the Executive Director will give the complaining party information to send a written complaint to the Board Chair. The written complaint must be received by the Board Chair within 10 business days of the informal meeting with the Executive Director. If requested, office staff will transcribe and translate a statement dictated by the complaining party. ILCM will make reasonable efforts to schedule a meeting between the complaining party and the Board Chair in person, by phone, or by Teams/Zoom within 5 business days of receiving the written complaint and will arrive at a final resolution.
- d) ILCM will make the final determination of the mode for the meetings (in person, by phone, or by Teams/Zoom) discussed in this complaint process.

#### **3. Records of Complaints**

When a complaint is considered under this policy, copies of all written documents relating to the complaint and copies of summaries of discussions or meetings shall be maintained in ILCM's electronic files for three years.