

Persons applying for services from Disability Rights Legal Center (Center) may lodge a grievance if they believe their problem is within the scope of the Center's work and it is declined. Clients of the Center may lodge a grievance related to the handling of their case or matter. This notice describes how to file a grievance, and how a grievance is handled.

Appealing the Center's Decision

If we decline to provide services (either referral, brief representation or full representation), or you are dissatisfied with the outcome of a matter in which we have been representing you, you may lodge a grievance as outlined below.

How to File a Grievance

Callers who believe that their call was handled in an unprofessional manner should discuss the problem with the Community Advocacy Program Director, Heather Benton.

You should attempt to resolve all other concerns informally by either contacting the Community Advocacy Program Director or the Managing Attorney of the Disability Rights Advocacy Center (for clients of DRAC). To the extent that your issue is not resolved through informal efforts, you may file a grievance.

To file a grievance, you must complete the attached grievance form. You should indicate the decision you believe was incorrect and why you think it was wrong. Explain who made the decision and when it was made. The form must be postmarked or emailed within 30 days from when you were informed of the decision. This form will be reviewed by the Executive Director.

How the Executive Director Handles a Grievance

The Executive Director will investigate your grievance. He or she will review your file (if any), talk to you, and discuss your case with the agency staff who were involved in making the decision, including the Director of the Program you were working with or the managing attorney. He or she may also talk to other people who may know about the decision you are disputing. He or she may ask you to meet with the department Director, managing attorney and/or other staff. He or she will then decide whether the decision was consistent with the information the Center had, the Center's priorities, and the Center's resources. You will receive a written decision from the Executive Director within 30 days of your complaint.

Grievance forms may be mailed to:

Disability Rights Advocacy Center
Attn: Executive Director
350 S. Grand Ave., Suite 1520
Los Angeles, CA 90071

Grievances may also be emailed to: Stacey.Proctor@drlcenter.org

Appeal to the Board

If you are dissatisfied with the outcome of the Executive Director's decision, you may appeal to the Board of Directors by writing a letter to the Board within 15 calendar days of the Executive Director's decision. The letter should address why you called DRLC, the decision you believe was wrong, and why you believe the Executive Director's decision is incorrect. The Board of Directors will make all efforts to notify you of their decision within 30 days unless the Board indicates that it needs more time. The decision of the Board is the final decision of Disability Rights Legal Center. All letters to the Board of Directors should be addressed to:

President
Board of Directors
Disability Rights Legal Center
350 S. Grand Ave., Suite 1520
Los Angeles, CA 90071

There is no opportunity under this grievance procedure for a hearing and/or in person presentation to the Executive Director or the Board of Directors.

Name: _____

Reference No (If Known): _____ Phone No.: _____

Address: _____

City: _____ State: _____ County: _____

Person with Disability's Name (If Different): _____

Date you are completing this form: _____

Briefly describe your case:

What decision did Disability Rights Advocacy Center make that you believe was incorrect?

Why do you believe the decision was incorrect?

Identify the person who made the decision (if known): _____

When was the decision made? _____

What would you like Disability Rights Advocacy Center to do for you?

(Continued on next page)

Is there anything else you think Disability Rights Advocacy Center needs to know about your case?

Grievance forms can be mailed to:

Disability Rights Advocacy Center
Attn: Executive Director
350 S. Grand Ave., Suite 1520
Los Angeles, CA 90071

Grievance forms can be emailed to:

Stacey.Proctor@drlcenter.org