



A S S I S T A N C E

Client Grievance Procedures

If You Have a Complaint

If you have a complaint about Pine Tree, talk this over with _____
_____. This is the **Directing Attorney** of the office serving
you. If you are still not satisfied, write to:

Executive Director
Pine Tree Legal Assistance
P.O. Box 547
Portland, Maine 04112

Give the details as you see them. In an emergency, call the **Executive Director** at
207-774-4753.

If you still cannot work things out, ask for a review by the **Board of Directors**. The
Executive Director must tell the **President of the Board** of your request. If you were
denied services unfairly, the President can decide the question. Or he can send it to the
Grievance Committee, if you prefer. If you are complaining about something else, the
Grievance Committee will review your case.

Grievance Committee

The Committee will ask you to write or tell about your complaint. You can ask
another person to help you, if you like. If you ask, Pine Tree will type up a short
statement in your own words.

Record Keeping

Pine Tree keeps a file on each complaint. If you make a written statement, we will
keep it. It will go in the file with the decision on your complaint.