

PINE TREE LEGAL ASSISTANCE

CLIENT GRIEVANCE PROCEDURES

If you have a complaint --

If you have a complaint about Pine Tree, you should first talk this over with the **Directing Attorney** for your local office or project. [If you don't know that person's name and contact information, you can get it from the Pine Tree Administrative Office at 207-774-4753).

If you are still not satisfied, write to the **Deputy Director**, P.O. Box 547, Portland, Maine 04112. Give the details as you see them. If there is an emergency, call the Deputy Director at 207-774-4753.

If you still cannot work things out, ask that the facts be reviewed by the Pine Tree Legal Assistance **Board of Directors**. The Executive Director must tell the **President** of the Board of your request.

If you were denied services and you thought this unfair, the President can decide the question. If you like, the President can also send it to the Board Grievance Committee. If the complaint is something else, the President will ask the Board Grievance Committee to review your case.

Board Grievance Committee

The Committee will ask you to write or tell about your problem as you see it. You can ask another person to help you do this, if you like. If you ask, Pine Tree will type up a short statement in your own words to put in the file.

Pine Tree keeps a file on each complaint. If you make a written statement, it will be kept - along with the decision in the matter.

You have a right to be heard. Don't be afraid to use that right.