

# KLS Client Grievance Procedure

This policy describes the steps for clients to use when they have a complaint with or about Kansas Legal Services.

Last updated on July 25, 2025.

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Files

[Client Grievance Procedure Revised 1.20 \(1\).pdf](#)

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STEP 1: ASK FOR THE  
FINANCIAL ASSISTANCE  
POLICY (FAP)

- FAP explains
  - Who qualifies
  - What help is available
  - How to apply
- Hospital **MUST** give FAP  
information to you for free

**Pause (X) in't wait** — ask as soon  
as you get a bill



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Kansas Legal Services offers you some guidance if you have medical debt...

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