

Kansas Legal Services  
Client Grievance Procedure

Definition

1. Grievance: Any complaint by an applicant for services, or client regarding eligibility, or any matter relating to the services of KLS.
2. Timely: Shall be a reasonable time and in no situation to exceed fifteen (15) days.
3. Decision: Shall mean a written decision with a rational supporting basis.

A. Project Director/Managing Attorney

All grievances shall initially be resolved by the Project Director or Managing Attorney. A sincere effort shall be made by the Project Director to resolve all grievances fairly and expeditiously. The Project Director shall state his/her decision in writing with a copy to the complainant and a copy to the Executive Director. The complainant shall be informed in writing the complainant may have the decision of the Project director reviewed by the Executive Director upon timely request.

B. Executive Director

Upon timely oral or written request by the complainant after attempted resolution by the Project Director, the complainant may then ask the Executive Director of KLS to review the decision of the Project Director. The Executive Director shall interview all parties to the dispute, requiring the submission of any and all documents from the parties as needed.

The Executive Director shall deliver a copy of his/her decision to the complainant not more than thirty (30) days after the request for review was first presented.

C. Review by KLS Board Grievance Committee

1. Applicant Complaint. After exhausting steps A and B, the applicant/complainant may make a timely request for review by the KLS Board. Said request shall be oral or in writing and shall be delivered to the Executive Director of KLS, who shall deliver. The request and all pertinent documents to the Chairperson of the Grievance Committee. The Chairperson of the Grievance Committee, upon recommendation of the Executive Director, may appoint a hearing officer to review the complaint of the applicant. The hearing officer shall interview the complainant, review any documents presented by staff or complainant, and interview any parties considered necessary by the hearing officer.

The Decision of the hearing officer shall be delivered in writing to the parties not more than 20 days after the request for review unless the time is extended by agreement of all the parties.

2. Complaints Regarding Delivery of Services. After exhausting steps A and B, the complainant may make a timely request for review to the Grievance Committee of the KLS Board. Said request shall be oral or in writing and shall be delivered to the Executive Director of KLS, who shall deliver the request and all pertinent documents to the Chairman of the Grievance Committee. The Grievance Committee, upon request of the complainant shall hold a hearing where all parties may:
  - (1) Present evidence and cross examine witnesses.
  - (2) Require documents and witnesses under the control of KLS to be produced.  
Appear by counsel or other advocates of the party's own choosing.

The decision of the Grievance Committee shall be delivered in writing not more than 45 days after the request for review unless the time is extended by agreement of all parties.

The decision of the Grievance Committee of Kansas Legal Services, with respect to any complaint of discrimination, shall advise the complainant of their right to request a review of that decision and of the procedure and time period for initiating such a review by the state Human Rights Commission and any Federal agency responsible for funding the service for which the participant applied or was provided services, including:

Kansas Human Rights Commission (KHRC), 900 SW Jackson, Suite 568-South, Landon Office Building, Topeka, KS 66612-2818, Phone: 785-296-3206, Fax: 785-296-0589, TTY: 785-296-0245, <http://www.khrc.net>

And for Federally funded services:

LSC funded services: Director of Equal Opportunity of the Legal Services Corporation

Department of Justice funded services: Office for Civil Rights, Office of Justice Programs, U.S. Department of Justice, 810 7th Street, NW, Washington, DC 20531

**NO PERSON SHALL BE PENALIZED, DISCIPLINED, OR SUBJECTED TO ANY REPRISAL BECAUSE HE OR SHE CHOOSES TO USE THIS GRIEVANCE PROCEDURE.**