

CENTER FOR HUMAN RIGHTS AND CONSTITUTIONAL LAW
Foundation

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CLIENT GRIEVANCE PROCEDURE

A client who is dissatisfied with legal services or representation provided by the Center for Human Rights and Constitutional Law (Center), or any person who believes he or she has been unjustly denied representation or legal services by the Center, may grieve such complaint through the following procedure.

In the event a client is dissatisfied with the service rendered, or believes that he/she has been discriminated against, he/she shall have the right first to complain to the Executive Director. This complaint shall be made in writing and may be supplemented by oral discussion at the complainant's option. The Executive Director shall act on the complaint within five working days after it is received.

If the complainant is dissatisfied with the resolution offered by the Executive Director, he/she shall have the right to appeal to the Board of Directors. The same written statement previously produced shall be forwarded to the Board, together with such supplementary material as the complainant may choose, within three business days after the complainant requests such appeal. The Board shall review the complaint at its next regularly scheduled meeting or within 30 days, whichever shall occur first. The Board shall decide whether to affirm the resolution of the Executive Director. If the Board does not affirm the Executive Director's resolution, it shall refer the grievance for decision by an executive committee of the board of directors.

Grievance Committee

The grievance committee consists of the General Counsel and two board members selected by the board of directors.

Procedure

The grievance committee members shall have the right to call witnesses if they judge it necessary.

Panel members are expected to avoid contact with all parties in the dispute and to sit as arbiters or judges and not as advocates for any party.

No Center for Human Rights employee may act as counsel for any party.

All panel hearings will be closed to the public.

Grievance committee shall meet within twenty (20) work days after the referral of a complaint.

The grievance committee shall decide the matter by majority vote and render a decision within ten (10) work days after conclusion of its meeting.

The grievance committee's decision should include a summary of all evidence considered, and should attach copies of any documentary evidence presented. Copies of the decision shall go to the complainant and the Executive Director.

Full Board Review

In the event that the aggrieved client or the Executive Director is not satisfied with the decision of the grievance committee, either may, within two (2) work days of receipt of the committee's decision, make a written request to the President of the Board for a full Board review of his or her complaint. The full Board, shall, within ten (10) work days of said request review the decision of the grievance committee.

The full Board shall render its decision within two (2) work days of the Board's review. Copies of the Board decision shall be sent to the aggrieved client and the Executive Director. Action by the full Board is final.