DISABILITY LAW CENTER
Your rights matter.

960 South Main Street
Salt Lake City, UT 84101
voice 800.662.9080
fax 801.363.1437

Grievance Policy

The Disability Law Center (DLC) wants to provide the best possible services, but we know that everyone may not be happy with the help they receive from us. If you are unhappy with any service you have received or any decision made by the DLC, you have the right to make a complaint. Family members, guardians, and members of the public who also have complaints about the services we provide or the issues we focus on, can also voice their concerns. This complaint is called a grievance and every grievance is taken seriously. All information is kept confidential. If you need help completing the Grievance Form, please contact us at (800) 662-9080 or grievance@disabilitylawcenter.org.

How To File a Grievance

1. **Call the Disability Law Center**. Our office will send you a grievance form to complete. When we receive your completed grievance form, we will review and investigate your complaint. We will send you a response letter within thirty (30) business days. The letter will let you know the results of our investigation and what action, if any, will be taken to fix the problem you reported. If you are unhappy with the response to your grievance, you have the right to appeal the response.
2. **Appeal to the Board of Trustees**. Your letter from our office will come with a Grievance Appeal Form. If you choose to appeal, you must send the Grievance Appeal Form to the Board within thirty (30) business days from the day you receive the letter. If you need more time, you MUST ask for it. Your Grievance Appeal Form gives the Board permission to look at all the information the DLC has about you. This is necessary so the Board can investigate your complaint. The Board will send you its decision within sixty (60) business days. The decision of the Board is final.
3. **If you don't want to use the Grievance Forms**. If you prefer, you can write a letter instead of using our grievance forms. You can also call, fax, or email your grievance; it's your choice. Whichever way you choose to make a grievance, be sure to give us enough information so we can understand the problem and figure how to help you. Please be sure to include the following:
    - Your name, address, and phone number;
    - Your disability if you are a client, or the disability of your family member or ward;
    - The name of the person at the DLC who helped you;
    - Why you are unhappy with the services of the DLC; and/or,
    - The decision, policy, or issue you disagree with; and,
    - What you want the DLC to do about your grievance.

Please include any other information that might be helpful. Send your completed Grievance Form by mail, email, or fax to:

Mail: Disability Law Center
960 South Main Street
Salt Lake City, UT 84101

Fax: (801) 363-1437
Email: grievance@disabilitylawcenter.org