

Peoples Law Center



Centro de Derecho de la Gente

GRIEVANCE PROCEDURE

If you are a client of the Peoples Law Center (PLC) and you think the PLC has violated laws, regulations, instructions, or guidelines, you may make a complaint. If you asked for our services and we did not provide services (you did not become a client), you may also make a complaint.

Complaints from Clients:

1. Contact the PLC at and say you are making a complaint. The Managing Associate will reach out to you to discuss and review your complaint.
2. If you are not satisfied with the Managing Associate's review, you may ask for the Executive Director to review your complaint.
3. If you are not satisfied with the Executive Director's review, you may ask for the Board of Directors to review your complaint.

Complaints from people who are not clients:

1. Contact the PLC and say you are making a complaint. The Managing Associate will reach out to you to discuss and review your complaint.
 2. If you are not satisfied with the Managing Associate's review, you may ask for the Executive Director to review your complaint.
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To make a complaint, contact the PLC in any way you choose:

- by phone (608-571-5232),
- email (plc@peoples-law-center.org), or
- letter (Peoples Law Center, P.O. Box 7413, Madison, WI 53707).

Please give the following information to the person who answers the phone:

1. You are making a complaint about Peoples Law Center.
2. A phone number or email address where you can be reached.

When you speak with us, we will listen to your concerns and may ask for information such as:

- What do you feel we did incorrectly or wrong?
- Who did you talk with?

You may still file a complaint even if you don't have this information.

In determining how to respond to your complaint, we will review:

- Information that you provide
- Information that PLC staff provides
- PLC's policies and procedures
- Other information, if needed

As soon as possible, we will make a determination about whether our staff has done something that violates our policies and procedures or laws, regulations, instructions, or guidelines. We will also determine whether we should or can make changes that address your concerns. We will contact you to explain the determination.