

I-g Grievance policy for program recipients

PROGRAM PARTICIPANT GRIEVANCE PROCEDURES

Once a program participant has been placed with a volunteer lawyer, the primary relationship is between the lawyer and the participant. The law provides mechanisms, procedures and forums for resolving attorney/client disputes including, among others, the Maryland Attorney Grievance Commission and the Client's Security Trust Fund of the Bar of Maryland. With respect to participant grievances that come to the attention of MVLS, the following procedures are employed:

1. A participant that contacts MVLS with a complaint regarding a volunteer lawyer's handling of a case is referred to the MVLS paralegal that originally placed the case. The paralegal will inquire about and take down the relevant information regarding the problem. The paralegal will then contact the lawyer and attempt to mediate a resolution.
2. If the MVLS paralegal is unsuccessful in facilitating a resolution, or if the participant is still dissatisfied, the matter will be turned over to the Executive Director for additional factual investigation and attempts at mediation.
3. In the event that the Executive Director's intervention fails to resolve the complaint to the participant's satisfaction, the Executive Director will advise the Executive Committee of the Board of Directors, which will then determine what additional action, if any, is appropriate.

In an effort to solicit participant's feedback on their experience in the program, both good and bad, each participant is provided and asked to complete the attached "**MVLS Client Satisfaction Survey**." The Executive Director reviews all completed surveys that are received and determines what action, consistent with the above-described procedure, should be taken in the event that a survey reveals a participant complaint regarding a volunteer lawyer's handling of a case.