



## **CLIENT GRIEVANCE POLICY**

The following explains your right to file a complaint with Pennsylvania Immigration Resource Center (PIRC). You have the right to file a complaint if you believe that PIRC has wrongly denied to provide you with assistance or if you believe that we have not provided you with effective assistance. If you are unable to provide a written complaint, you may instead explain your complaint in person or over the telephone, or we can help you to make a written complaint. If you need additional information about PIRC's Client Grievance Policy, we will be glad to provide that information to you.

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### **YOUR RIGHTS AS A PIRC CLIENT**

1. All clients have the right to be treated with respect and dignity. This shall be construed to protect and promote human dignity and respect for individual dignity.
  2. Each client has the right to receive services suited to his/her needs without regard to his/her race, religion, sex, ethnic origin, age, degree of disability, handicapping condition, or legal status.
  3. Each client shall have and retain the right to confidential communication with an attorney, personal physician, or clergy.
  4. No client shall ever be neglected or sexually, physically, verbally, or otherwise abused.
  5. Each client shall have the right to express his/her own religious beliefs.
  6. Each client has the right to be provided with prompt, competent, appropriate services.
  7. The records of each client shall be treated as confidential.
  8. Each client has the right to assert grievances with respect to any alleged infringement of these stated rights of clients, or any other subsequently statutorily granted rights.
  9. No client shall ever be retaliated against, or subject to, any adverse conditions or services solely or partially because of having asserted his/her rights as stated in this section.
  10. Clients may review their records, and or authorize their attorney or others to do so.
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### **HOW TO FILE A GRIEVANCE**

If you are already a client of PIRC, or the client of a pro bono attorney of PIRC, or if you are simply asking for our help, you have the right to file a written grievance if you are unhappy with our services. You may request to have a staff person of your choice accompany you through the process.

## **FIRST STEP**

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1. You are encouraged to discuss any grievance/issue with the staff person or pro bono attorney involved. Many grievances can be resolved quickly in discussions between the client and the staff person/attorney involved and a resolution or course of action satisfactory to both parties settles the grievance/issue at this level. No further action, including written reports, is necessary.

## **SECOND STEP**

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1. In the absence of an agreement of both parties, the you may proceed to the next step with a written formal grievance by completing the grievance form or writing a letter addressed to the Managing Attorney/Immigrant Survivors Project:

Managing Attorney (MAISP)  
Immigrant Survivors Project  
Pennsylvania Immigration Resource Center  
PO Box 20339  
York, PA 17402

If you cannot give us a written grievance, you may give us your grievance orally (e.g., by telephone, in person, or by audio tape) or ask us to help you write your grievance. The Managing Attorney/Immigrant Survivors Project (MAISP) will review the facts and discuss the grievance with all parties involved. A written response, including an outline of action(s) to be taken, will be provided by the MAISP to you within fourteen (14) days of the filing of the grievance unless appealed.

2. The grievance is to be fully resolved within fourteen (14) days.

## **THIRD STEP**

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1. If you are not satisfied with the response of the MAISP, you, within five (5) working days, may appeal the MAISP's decision and proceed to the next step by submitting, in writing, the original grievance, along with the MAISP's response, to the Executive Director (ED):

Executive Director  
Pennsylvania Immigration Resource Center  
PO Box 20339  
York, PA 17402

2. The ED will review all materials submitted, conduct any investigation necessary, including interviewing all parties involved in the grievance and other personnel as needed to become fully aware of the facts.

3. The ED will inform the client of his/her decision in writing within five (5) days from the date he/she received the written grievance.

4. The decision of the ED shall be final.

5. In the instance that the MAISP or the ED is the subject of the grievance, decision making authority shall be delegated.

## **FOURTH STEP**

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1. If your complaint remains unresolved you may contact the PCCD's Office of Victims' Services for further help:

Ms. Kathy Buckley  
Manager, Victims' Services Program  
Office of Victims' Services  
Commission on Crime and Delinquency  
P.O. Box 1167  
Harrisburg, Pennsylvania 17108-1167

(717) 265-8724  
(717) 772-4331 (Fax)  
email: kabuckley@pa.gov

If you need more information about your rights under this policy, please let us know.

### **STATEMENT OF PURPOSE:**

*Mission: PIRC, a nonprofit organization founded on the belief of equal access to justice, works to protect immigrants' rights to freedom and opportunity in the United States and save the lives of the most vulnerable immigrants and their families. PIRC provides free, effective legal representation, legal services, legal counsel, education, and advocacy to help immigrants obtain or protect their legal status.*

PIRC believes that all persons deserve to be treated with respect and dignity, and that each victim served by PIRC shall have the ability to choose their level of participation in their legal and advocacy services.