



CENTER FOR ARKANSAS
LEGAL SERVICES

Equal Justice for All

CLIENT GRIEVANCE PROCEDURE

All persons who apply for our services have the right to complain about the handling of their cases or our denial of services to them. However, the Center for Arkansas Legal Services (CALs) is not able to accept the case of everyone who applies. Financial eligibility is not an entitlement to legal assistance.

If you have a complaint, you should call the Subject Area Manager assigned to your case or file a written complaint. The Subject Area Manager will respond to your complaint as soon as possible.

Consumer Law (Debt Collection, Bankruptcy, Garnishment)	Eric Soller, Subject Area Manager	901 South 21 st St. Fort Smith, AR 72901	479-974-4917
Family Law (Divorce, Minor Guardianships)	Jeff Thomas, Subject Area Manager	612 West B St., Ste. A Russellville, AR 72801	479-326-7025
Helpline	Zina Frazier, Director of Intake & Special Projects	1300 W. 6 th St. Little Rock, AR 72201	501-500-9365
Housing Law (Landlord/Tenant)	Kendall Lewellen, Subject Area Manager	1300 W. 6 th St. Little Rock, AR 72201	479-974-4943
Public Benefits (Disability, Medicaid, SNAP, Unemployment, Record Sealing)	Trevor Townsend, Subject Area Manager	1300 W. 6 th St. Little Rock, AR 72201	501-500-9409

If you are not satisfied with the response of the Subject Area Manager, you have the right to complain to CALs' Director of Advocacy & Legal Work, Julie Norman, 1300 W. 6th St., Little Rock, AR 72201, phone 501-500-9385. You may either call or file a written complaint. The Director Advocacy & Legal Work must respond to your complaint and notify you of her decision as soon as possible.

If you feel that the matter has not been satisfactorily resolved by the Director of Advocacy & Legal Work, you may either call or file a written complaint to the Executive Director, Milo Mumgaard, 1300 W. 6th St., Little Rock, AR 72201, phone 501-400-0448. You also have a right to present your complaint to the Grievance Committee of our Board of Directors. The Executive Director will explain to you the procedure for making your complaint to the Grievance Committee and will notify you of the time and place for meeting with the Grievance Committee. The Grievance Committee will act upon your complaint as soon as possible and will notify you of its decision in writing.

Oct 2023