

Grievance Procedure for Program Participants

The Yellowstone County Attorney Office cares about your experience in our program and wants to hear from you if you have a grievance or concern. We support an open communication policy and encourage using various problem solving methods. You can report concerns or problems without fear of advocacy services being denied or reduced as a result of your concerns and without fear of mistreatment.

If you come into conflict with a staff person or volunteer with our office, if you feel that you have not been treated fairly as a participant of our program, if you have a particular concern regarding services, or if attempts to address your concerns are not resolved to your satisfaction:

- We encourage you to attempt to resolve concerns with the staff person, volunteer, or the coordinator of the program directly and promptly.
- If you are not satisfied with the outcome of that discussion, you have the option of filing a formal grievance using the form below. This grievance will go to the Program Director.

If you have any questions about this procedure, please speak to a staff person.

Your name (optional): _____

Date: _____

Your grievance:

Please give this to a staff person or mail it to the Program Director:

Scott Twito
Yellowstone County Attorney's Office
PO Box 35025
Billings, MT 59107

*Due to confidentiality rights of staff and personnel,
we may not be able to tell you the outcome of this grievance.*