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[Date: September 4, 2025]

Texas RioGrande Legal Aid (TRLA)
Grievance Committee

Subject: Final Grievance Regarding Inconsistent Denial of Legal Services

To the TRLA Grievance Committee,

I am writing to formally address the appeal denial letter issued by your office on August 19, 2025, regarding File No. 25-1193231. This letter constitutes my final grievance on this matter.

In my previous appeal submission dated June 30, 2025, I notified TRLA that the Legal Services Corporation (LSC) had been informed and was monitoring this interaction. My intent was to give TRLA an opportunity to resolve the issue internally, in good faith, and in compliance with its own grievance procedures.

The original denial cited an alleged failure on my part to provide required documentation. This assertion is demonstrably false, as I submitted all requested materials and followed up accordingly. Yet, in your response dated August 19, 2025, you now assert that the denial was due to TRLA's lack of available resources and personnel — a justification that was never mentioned previously.

This abrupt shift in rationale undermines the integrity of the appeals process. A grievance cannot be fairly adjudicated if the grounds for denial are changed midstream. This inconsistency has deprived me of a meaningful opportunity to respond to the actual basis of TRLA's rejection and raises serious concerns about whether your intake and appeal procedures are functioning in accordance with LSC Performance Criteria.

Specifically, the following standards appear to have been compromised:

- ****Standard 2.2**** (Intake Procedures)
- ****Standard 4.4**** (Denial of Service)
- ****Standard 4.6**** (Client Access)

As I previously indicated, I am proceeding in good faith. However, in light of this discrepancy, I will be submitting a formal complaint to the Legal Services Corporation requesting a review of TRLA's handling of my case and its overall intake practices.

Thank you for your attention to this matter.

Sincerely,

Alejandro Gutierrez