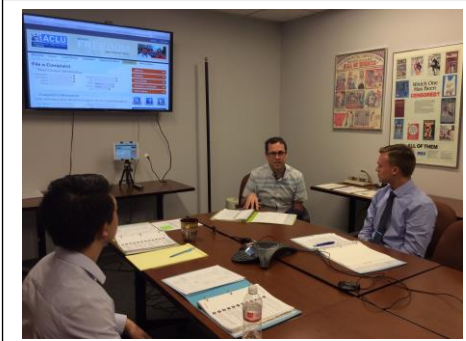




Intake Complaint Unit



OVER **2000** COMPLAINTS RECEIVED ANNUALLY FROM MISSOURIANS

ICU IN ACTION

INTERNSHIP OPPORTUNITIES

Complaint Counselor (Unpaid)

Who should Apply?

Undergraduate students with a strong interest in civil rights and civil liberties. This is a tremendous opportunity to get in on the ground-floor of the [ACLU's Intake Complaint Unit](#) which receives and processes over 2000 complaints annually. A great legal or public policy internship for undergraduates. Click on [testimonials](#) to read about the first-hand experiences interns can expect to be exposed to during their time with the ACLU.

What type of commitment is required? A minimum of 2-3 days per week at 12-15 hours/week during the Fall and Spring. During the summer months, a minimum of 3-5

days per week at 15-20 hours per week. The internship hours are flexible as we will work around your academic schedule. Unpaid part-time and unpaid full-time opportunities available. Academic credit available.

RESPONSIBILITIES

- Initiate and close-out complaints using Legal Files
- Screen civil liberties complaints (phone calls, letters and electronic complaints) from Missourians.
- Assist complainants in resolving disputes; provide information, referrals and suggestions; identify community resources.
- Analyze written complaints
- Conduct fact-finding investigations.

- Review applicable regulations and statutes.
- Draft responsive letters.

Special projects as assigned (Digital and Multimedia Evidence Section, Outreach to Faith-based Community and Outreach to Jails/Prisons)

Please email **letter of interest expressing why you want to intern at the ACLU, resume, recommendation letter and writing sample** to:

L. Elaine Sutton, Coordinator
Intake Complaint Unit
ACLU-MO
906 Olive Street
Suite 1103
St. Louis, MO 63108
Email: esutton@aclu-mo.org.





Weekly ICU Review Team Meeting

Complaint Counselors reviewing complaints for next-steps such as research, fact-finding investigations, or requests for supporting documentation.

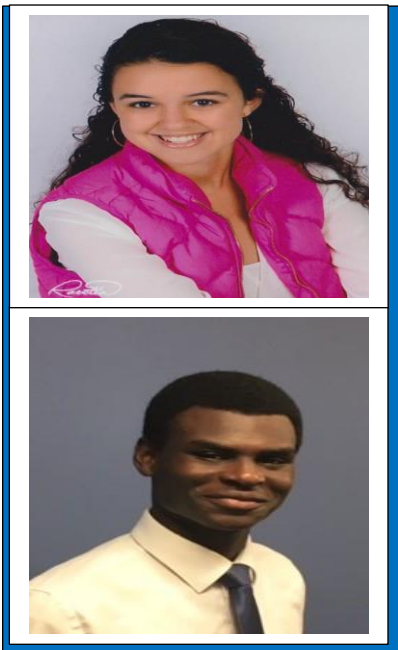


ICU History



HSSU ICU Complaint Counselors

The ICU processes, on average, 40-50 complaints per week.



The Intake Complaint Unit reviews claims of civil rights and civil liberties violations. The ICU receives and processes more than 2000 complaints annually. The ICU reviews any complaint from a Missourian. Complaints emanate from various sources, but primarily stem from letters, phones calls and electronically filed online complaints.

The ACLU of Missouri has always had at its core and made provisions for the acceptance of complaints from Missourians. Historically, complaints have been fielded by the ACLU's Legal Director and Staff Attorney, Tony Rotherth and Jessie Steffan, respectively.

During the Summer of 2017, the ACLU's Legal Department embarked upon establishing a formalized Intake Complaint Unit managed by an Intake Coordinator and supported by an inaugural cohort of 4 undergraduate interns (Left photos – Duncan and Richard; Right photos – Inka and Daniel) were instrumental in assisting with laying the foundation for the

implementation of the Intake Complaint Unit.

For the upcoming 2018 spring semester we welcome the following interns:

Alexis Murphy (HSSU), Alisa Caccamo (Wash-U), Chase Tragesser (SLU), Delaney Earley (Wash-U), Hannah Kirley (Wash-U), Iana Newton (HSSU), and Kelli Weiss (SLU).

