



JACKSONVILLE AREA
Legal Aid

WHAT TO DO IF YOU HAVE A GRIEVANCE WITH LEGAL AID?

If you are dissatisfied with the services of your Legal Aid representative, either due to the denial of services or the quality of services provided, within sixty (60) days of the start of your issue, you may do the following:

1. Ask to speak to the supervisor of your Legal Aid representative.
2. If the Supervisor is not available, leave your telephone number and address so s/he can contact you.
3. If the supervisor does not resolve the matter to your satisfaction, you may ask to speak with the Managing Attorney (in St. Johns or Clay counties) or the Chief Operating Officer (in Baker, Duval, or Nassau counties).
4. If the Managing Attorney/Chief Operating Officer is not available, leave your telephone number and address so s/he can contact you.
5. If the Managing Attorney/Chief Operating Officer does not resolve your problem, you may file a formal complaint (we will provide the form) with the Chief Executive Officer.
6. If you are age 60 and older, you may request a review of our denial of services through the local Area Agency on Aging, Elder Source.