



WHAT TO DO IF YOU HAVE GRIEVANCE WITH LEGAL AID?

If you are dissatisfied with the services of your Legal Aid representative, with 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, ask to speak with the Deputy Director in the office.
4. If the Deputy Director is not available, leave your telephone number and address so s/he can contact you.

If you are dissatisfied because Legal Aid did not accept your case for representation, within sixty (60) days of your request representation, you may do the following:

1. Ask to speak to the Managing Attorney in the office.
2. If the Managing Attorney is not available, leave your telephone number and address so s/he can contact you.
3. If after speaking with the Managing Attorney your problem is not resolved, ask to speak with the Chief Operating Officer. If the Chief Operating Officer is not available, leave your telephone number and address so s/he can contact you.
4. If the Chief Operating Officer does not resolve your problem, you may file a formal complaint with the Executive Director on a special form.
5. If you are age 60, and older, you may request to review of our denial of service through the local council on aging, ElderSource.