

## HOW TO MAKE A COMPLAINT

You have the right to make a complaint if Legal Services are denied or if you are not satisfied with our services.

### **COMPLAINTS ABOUT LEGAL ASSISTANCE - MANNER OR QUALITY**

If you are not satisfied with the manner or quality of the services you received from Inland Counties Legal Services, you should follow these procedures:

1. Attempt first to discuss your concern with the Attorney or Paralegal handling your case.
2. If the attorney or paralegal handling your case does not resolve the problem to your satisfaction, request an appointment to discuss the matter with the Practice Group Director who supervises the Attorney or Paralegal who handled your case.
3. If your complaint remains unresolved after speaking with the Practice Group Director, you may appeal to the Executive Director or designee. Request an appointment by calling (951) 368-2583. An appointment will be scheduled as soon as possible.
4. In the event that the Executive Director is unable to resolve your complaint, you will be given the opportunity to present your complaint to the Grievance Committee of the Program's Board of Directors. You must request the hearing in writing. Give a brief statement concerning your grievance. If you need assistance, the office will help you state your problem. When you make the request for a Board Grievance Committee hearing, your request should state that you knowingly, willingly, and voluntarily waive your right to client confidentiality, so that program legal staff can discuss your case with the Board Grievance Committee on appeal. You may have a representative accompany you to the hearing, which will be held within 30 days, unless the Executive Director determines the need for more prompt action.

### **COMPLAINTS ABOUT DENIAL**

If you have been denied services and wish to appeal, you may follow these procedures:

1. Attempt first to resolve your complaint with a Staff Attorney. If you are not satisfied, then request to speak with a Practice Group Director. An appointment will be scheduled as soon as possible.
2. If the Practice Group Director is unable to resolve the problem, you may appeal to the Executive Director. An appointment with the Executive Director or designee will be scheduled as soon as possible.
3. If your complaint is not resolved after you have discussed it with the Executive Director, you will be given an opportunity, to the extent practicable, to confer with a representative of the Board Grievance Committee.

*Any complainant may contact:*

**Legal Services Corporation Office of Compliance & Enforcement**

3333 K Street, N. W., 3<sup>rd</sup> Floor, Washington DC 20007-3522

**Legal Services Trust Fund Program** 180 Howard Street, San Francisco, CA 94105-1639

*Senior Citizens may also contact the Office on Aging located in their county:*

**Riverside County Office on Aging** ○ 3610 Central Ave., Suite 102, Riverside CA 92506 ○ Phone: (951) 867-3800  
**Department of Aging & Adult Services** ○ 784 E. Hospitality Ln., San Bernardino, CA 92415 ○ Phone: (909) 891-3700

*Tessie D. Solorzano, Executive Director*

**Inland Counties Legal Services, Inc.** ○ 1040 Iowa Avenue, Suite 106 ○ Riverside, CA 92507 ○ (951) 368-2583



**Practice Group Director**

**Fund Source** \_\_\_\_\_

Complaint: \_\_\_\_\_  
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Complaint Resolved:      Yes (  )                      No (  )

Explain: \_\_\_\_\_  
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Date: \_\_\_\_\_ Signature: \_\_\_\_\_