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COMPLAINT PROCEDURE

Any person who has been refused service by Legal Aid Chicago and any person who has a complaint about the way service was provided to him or her by Legal Aid Chicago is entitled to have that complaint reviewed in accordance with the following rules. Legal Aid Chicago will send a copy of these procedures to any person indicating a complaint as described above.

1. In Legal Aid Chicago's office, a notice shall be prominently posted informing persons of the complaint procedure. The notice will contain the name, address, and phone number of the Chief Litigation Officer and the Executive Director.

2. In the case of applicants who are denied service, it shall be the duty of employees of Legal Aid Chicago to inform those applicants that they may complain about decisions to deny them legal assistance and have their complaint reviewed. In the event a Supervisory Attorney is unable to resolve the complaint, it is the responsibility of the Supervisory Attorney to notify the person that the complainant has the opportunity to confer with the Executive Director, or his or her designee, and, to the extent practical, with a representative of Legal Aid Chicago's governing body.

3. In the case of clients Legal Aid Chicago undertakes to serve, it shall be the duty of employees to inform those clients that they may complain about the quality of the legal assistance we provide, and have their complaint reviewed. In the event a Supervisory Attorney is unable to resolve the complaint, it is the responsibility of the Supervisory Attorney to notify the complainant that he or she has the opportunity to have the Executive Director, or his or her designee, review the complaint. In the event that the Executive Director is unable to resolve a complaint, it is the duty of the Executive Director to notify the person that he or she may have the complaint reviewed by a Board Complaint Committee, consisting of two lawyers and a client-eligible Board member. The procedures for the complaint will (1) allow the complainant to submit an oral or written statement, which may be done in person, by teleconference, or through some reasonable alternative; (2) permit the complainant to be accompanied by another person who may speak on the complainant's behalf; and (3) provide that, upon the request of the complainant, Legal Aid Chicago shall transcribe a brief written statement of the complaint, dictated by the complainant, for inclusion in Legal Aid Chicago's complaint file.

4. All complaints will be reviewed within a reasonable period of time after they are made, but no longer than 60 days.

5. Every written complaint and a statement of its disposition shall be preserved for examination by the Legal Services Corporation. The Supervisory Attorney, or whoever is the last Legal Aid Chicago party disposing of the matter, shall be required to send a copy of this information to the Executive Director who will retain a central file of all written client complaints. The file shall include any written statements submitted by the complainant or transcribed by Legal Aid Chicago from a complainant's oral statement.

6. Applicants and clients age 55 and over who live in Suburban Cook County may also file a complaint with AgeOptions (708) 383-0258. Some of Legal Aid Chicago's other funders also provide their own avenues to address complaints about the services they fund, in addition to Legal Aid Chicago's own complaint processes. If any additional avenues are available to a particular applicant or client, Legal Aid Chicago will provide the information necessary to access them upon request.

7. Legal Aid Chicago does not discriminate on the basis of race, gender, age, national origin, or disability.

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CLIENT COMPLAINT FORM

1.	Your Name:	
2.	Your Address:	
3.	Your Telephone:	
4. Statement of your complaint (include dates and names if possible):		
5.Your Signature:		Date:

(Please continue on the back of this form if necessary)

This completed form should be mailed to:

Legal Aid Chicago
Attention: Executive Director
200 N. LaSalle, Suite 1400
Chicago, IL 60601

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