

SLLS Grievance Policy and Procedure

You have a right to complain if you are:

- Told that SLLS can't help you;
- Not satisfied with the way SLLS is handling your case;
- Feel that SLLS discriminated against you on the basis of race, sex, national origin, gender identity, sexual orientation, handicap, religion, age or any other basis prohibited by law.

How to Complain

Step 1: If you want to complain, call or write the SLLS office where you applied for help or the office that handled your case.

You must do this within 10 days of being told we can't help you. Other complaints can be made at any time.

Step 2: An attorney will speak with you if you have been denied help. For other complaints, a supervisor will speak with you.

The attorney or supervisor will review your case to see if your complaint can be worked out. The attorney or supervisor will tell you of his or her decision.

Step 3: If you feel that the attorney or supervisor's decision on your complaint is wrong or unfair, you may ask for the Executive Director (or his or her designee) to review your complaint. For the New Orleans, Houma and Westbank Offices, you should contact Laura Tuggle, Executive Director at 504-529-1000. For the Hammond and Covington offices, contact Roxanne Newman, Deputy Director at 985-345-2130. For the Baton Rouge Office, contact Talya Bergeron, Regional Attorney, at 225-448-0084.

You must ask the Executive Director, Deputy Director or Regional Attorney for this review within 10 days of the attorney or supervisor's decision on your complaint. If your case is an emergency, call the Executive Director, Deputy Director or Regional Attorney right away.

The Executive Director, Deputy Director or Regional Attorney will call you within 10 days of the date of your request, or sooner.

Step 4: If you are not satisfied with the Executive Director's, Deputy Director's or Regional Attorney's decision, you may ask for review by the Client Grievance Committee of the SLLS Board of Directors.

To get this review, you must send a letter to the Executive Director, Deputy Director or Regional Attorney within 10 days of his decision. If you need help with the letter, call us.

If your complaint is about the denial of legal aid, it will be reviewed by the Chair of the Client Grievance Committee or his or her designee.

The Client Grievance Committee of the SLLS Board of Directors will review your complaint if the complaint is about how SLLS handled your case or if your complaint is about discrimination by SLLS. The Board will call you if a hearing is needed.

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