

# Southeast Louisiana Legal Services

You have a right to complain if you are—

- Told that we can't help you
- Not satisfied with how we are handling your case
- Feel that we have discriminated against you on the basis of race, sex, national origin, handicap, religion, age or any other basis prohibited by law

## HOW TO COMPLAIN

Step 1: Call or write the office if you want to complain.

You must do this within 10 days of being told that 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.

They will review your case to see if your complaint can be worked out. They will tell you their decision.

Step 3: If you feel that their decision on your complaint is wrong or unfair, you may ask for a Director (or his designee) to review your complaint.

You must ask for a Director for this review within 10 days of the decision on your complaint. If your case is an emergency, call the Director right away.

A Director will speak with you within 10 days of your request or sooner.

Step 4: If you are not satisfied with the Director's decision, you may ask for review by our Board's Client Grievance Committee.

To get this review, you must send a letter to the Director 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 designee. If your complaint is about how we handled your case or discrimination, it will be reviewed by the Client Grievance Committee of our Board. They will call you if a hearing is needed.