



BAY AREA LEGAL AID

WORKING TOGETHER FOR JUSTICE

CLIENT COMPLAINT PROCEDURES

To Bay Area Legal Aid Clients:

If you have a complaint about Bay Area Legal Aid, please follow these procedures.

1. Discuss the complaint with the attorney or advocate handling your case. If you are not satisfied with the results of that discussion;

2. Report the complaint to the Bay Area Legal Aid Managing Attorney who supervises the attorney handling your case. The Managing Attorney will respond within ten (10) business days to your complaint. If after discussing the complaint with the Managing Attorney you are not satisfied with the action that follows;

3. Report the complaint to the Executive Director, Genevieve Richardson (510-663-4755, ext. 5222). Written complaints may be addressed to Bay Area Legal Aid Executive Director, 1735 Telegraph Avenue, Oakland, CA 94612. The Executive Director will respond within ten (10) business days to your complaint to the Executive Director. If you are not satisfied with the action that follows;

4. Report the complaint to the Bay Area Legal Aid Board of Directors. Written complaints may be addressed to Bay Area Legal Aid Board of Directors, Client Complaints, 1735 Telegraph Avenue, Oakland, CA 94612.

5. If your complaint is about violations of the LSC Act or Regulations, report the complaint to the Legal Services Corporation, Office of Compliance and Enforcement. Written complaints about violations may be addressed to: Legal Services Corporation, Office of Compliance and Enforcement, 3333 K Street NW, Washington, D.C. 20007.

If you do not understand these procedures, please ask someone in the local office to explain them or call Bay Area Legal Aid's Central Support office at (510) 663-4755.

Serving the Counties of

Alameda Contra Costa Marin Napa San Francisco San Mateo Santa Clara