

**Legal Aid of North Carolina (LANC)**

**HOW TO FILE A COMPLAINT**

WHEN YOU APPLY FOR LEGAL ASSISTANCE AND ARE DENIED OR FOUND INELIGIBLE TO RECEIVE LEGAL SERVICES, YOU MAY MAKE A COMPLAINT.

AT ANY TIME, IF YOU ARE NOT SATISFIED WITH THE SERVICES BEING PROVIDED TO YOU, YOU MAY MAKE A COMPLAINT.

LEGAL AID OF NORTH CAROLINA (LANC) HAS A **CLIENT GRIEVANCE POLICY** FOR MAKING COMPLAINTS ABOUT THE SERVICES PROVIDED OR APPEALING DENIALS OF ASSISTANCE. PLEASE ASK TO TALK WITH THE **SENIOR MANAGING ATTORNEY** ABOUT THE CLIENT GRIEVANCE POLICY. ALSO, YOU MAY SUBMIT YOUR COMPLAINT IN WRITING TO:

EXECUTIVE DIRECTOR  
LEGAL AID OF NORTH CAROLINA  
POST OFFICE BOX 26087  
RALEIGH, NORTH CAROLINA 27611

YOUR COOPERATION IS APPRECIATED!

