

Legal Aid of North Carolina (LANC)

HOW TO FILE A COMPLAINT

WHEN YOU APPLY FOR LEGAL ASSISTANCE AND ARE DENIED LEGAL SERVICES, YOU MAY MAKE A COMPLAINT WITHIN 30 CALENDAR DAYS AFTER BEING TOLD THAT LANC WILL NOT PROVIDE THOSE SERVICES.

IF YOU ARE A CLIENT AND ARE NOT SATISFIED WITH THE SERVICES BEING PROVIDED TO YOU, YOU MAY MAKE A COMPLAINT AT ANY TIME BEFORE YOUR CASE IS CLOSED OR WITHIN 30 CALENDAR DAYS AFTER YOUR CASE HAS BEEN CLOSED.

LEGAL AID OF NORTH CAROLINA (LANC) HAS A **CLIENT GRIEVANCE POLICY** FOR MAKING COMPLAINTS ABOUT DENIALS OF ASSISTANCE OR THE SERVICES PROVIDED. 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!



LEGAL AID OF NORTH CAROLINA, INC. (LANC)

Instructions to File a Client Complaint or Grievance about the Manner or Quality of Legal Assistance

NOTE: TO PROCEED UNDER THIS POLICY, YOU WILL BE REQUIRED TO SIGN A WAIVER OF CONFIDENTIALITY STATEMENT. THE WAIVER MEANS THAT YOU ARE GIVING UP YOUR RIGHT TO KEEP THE INFORMATION THAT YOU GAVE TO LANC CONFIDENTIAL.

1. If you are not satisfied with the legal representation provided by the LANC staff, then you may **make a complaint at any time before your case is closed or within thirty (30) calendar days after the case has been closed.** You should tell the staff person that you want to file a complaint or grievance. If you are not satisfied with the staff person's response, ask to speak with the Senior Managing Attorney.
2. The Senior Managing Attorney will explain how you can make a complaint against LANC. You may make your complaint in person or by telephone to the Senior Managing Attorney or you may fill out a written complaint form called Client Complaint about Manner or Quality of Legal Assistance. The Senior Managing Attorney can help you fill out a written complaint form, if necessary. The Senior Managing Attorney will speak with you about your complaint, review your file and speak with other staff persons. The Senior Managing Attorney will make a decision about your complaint.
3. If you disagree with the Senior Managing Attorney's decision, then you may appeal to the LANC Executive Director within fifteen (15) calendar days after you are told the decision. If the fifteenth calendar day falls on a holiday, Saturday or Sunday, then your last day to take action will be the next weekday. For example, if a holiday falls on a Tuesday, then your last day to appeal is Wednesday. If the fifteenth day falls on a Saturday or Sunday, then your last day to appeal is Monday. You will need to file the Appeal of Decision form. The Senior Managing Attorney can help you fill out the appeal form, if necessary. The Executive Director or his/her designee will investigate your complaint promptly before sending you a decision in writing. The investigation may include speaking with you, speaking with LANC staff and reviewing your file. The decision will be made and sent to you in a timely manner.
4. If you disagree with the Executive Director's decision, then you have fifteen (15) calendar days from the date of the decision to appeal to the Client Grievance Committee of the LANC Board of Directors. If the fifteenth calendar day falls on a holiday, Saturday or Sunday, then your last day to take action will be the next weekday. For example, if a holiday falls on a Tuesday, then your last day to appeal is Wednesday. If the fifteenth day falls on a Saturday or Sunday, then your last day to appeal is Monday. The Executive Director can help you fill out the appeal form, if necessary. This Committee has two (2) members who are eligible clients of LANC and three (3) attorneys. Within thirty (30) calendar days after receiving your appeal, the Committee will meet and decide whether to have a hearing about the complaint. If no hearing is held, the Committee will make a decision within fourteen (14) calendar days of its meeting date and the Chair will then send you a written decision promptly. This decision is final and cannot be appealed to the full LANC Board.
5. If the Client Grievance Committee decides to hold a hearing, then you and LANC staff persons may attend and present oral or written statements. You can have another person come with you to the hearing. Under some circumstances, the Committee may allow you to speak with them by telephone. The Committee will make a decision within 14 calendar days after the hearing is over and the Chair will then send you a written decision promptly. This decision is final and cannot be appealed to the full LANC Board.



LEGAL AID OF NORTH CAROLINA, INC. (LANC)

YOU MUST SIGN WAIVER OF CONFIDENTIALITY TO HAVE COMPLAINT CONSIDERED

Waiver of Confidentiality

I understand the information that I have furnished to LANC is treated as confidential information to the extent required by the Rules of Professional Conduct of the State Bar of North Carolina. By filing this grievance, I request that the materials related to my complaint be reviewed by the appropriate individuals designated in the LANC Complaint Procedure, and waive privilege and confidentiality as to those persons only.

IF YOU NEED HELP FILLING OUT THIS FORM, CONTACT YOUR LOCAL LEGAL AID OFFICE

Client Complaint about Manner or Quality of Legal Assistance

I, _____ am complaining about the manner or quality of the
(Print Name)
assistance that I have received because _____

(Use back of sheet or additional pages if more space is needed.)

I want LANC to take care of my complaint by doing the following: _____

I want LANC to do this no later than: _____ because: _____
(Date)

Signature

Today's Date

Address: _____

Telephone Number: _____

Mail Completed Form to:
Executive Director
Legal Aid of North Carolina, Inc.
Post Office Box 26087
Raleigh, North Carolina 27611



LEGAL AID OF NORTH CAROLINA, INC. (LANC)

Instructions on How an Applicant May Complain about the Denial of Legal Assistance

NOTE: TO PROCEED UNDER THIS POLICY, YOU WILL BE REQUIRED TO SIGN A WAIVER OF CONFIDENTIALITY STATEMENT. THE WAIVER MEANS THAT YOU ARE GIVING UP YOUR RIGHT TO KEEP THE INFORMATION THAT YOU GAVE TO LANC CONFIDENTIAL.

- 1. If you have been denied legal assistance** you may make a complaint within thirty (30) calendar days after being told that LANC will not represent you or that you are not eligible to receive LANC services. You should tell the staff person that you want to file a complaint about the denial of legal assistance. If you are not satisfied with the staff person's response, ask to speak with the Senior Managing Attorney.
2. The Senior Managing Attorney will explain the procedures for appealing the denial of services. You may present your complaint orally to the Senior Managing Attorney or you may complete a written form entitled Applicant Complaint about Denial of Assistance. The Senior Managing Attorney can help you fill out a written Complaint, if necessary. The Senior Managing Attorney will speak with you about your Complaint, review your file and speak with other staff persons. The Senior Managing Attorney will make a decision about your complaint.
3. If you are not satisfied with the Senior Managing Attorney's decision, then you may appeal to the LANC Executive Director within fifteen (15) calendar days after you are told the decision. If the fifteenth calendar day falls on a holiday, Saturday or Sunday, then your last day to take action will be the next weekday. For example, if a holiday falls on a Tuesday, then your last day to appeal is Wednesday. If the fifteenth day falls on a Saturday or Sunday, then your last day to appeal is Monday. You will need to file the Appeal of Decision form. The Senior Managing Attorney can help you fill out the appeal form, if necessary. The Executive Director will speak with you and then send you a written decision in a timely manner.
4. If you are not satisfied with the Executive Director's decision, then you have fifteen (15) calendar days from the date of the decision to appeal that decision to the Chair of the Client Grievance Committee of the LANC Board of Directors. If the fifteenth calendar day falls on a holiday, Saturday or Sunday, then your last day to take action will be the next weekday. For example, if a holiday falls on a Tuesday, then your last day to appeal is Wednesday. If the fifteenth day falls on a Saturday or Sunday, then your last day to appeal is Monday. You will need to fill out the Appeal of Decision form. The Executive Director or his/her designee can help you fill out the appeal form, if necessary. The Chair will then decide whether it is practical to review the Executive Director's decision. In the opinion of the Chair, if a review of the decision is not practical, then the Executive Director's decision will be final and cannot be appealed to the full LANC Board.
5. If the Chair finds that it is practical to review the Executive Director's decision, then the Chair will review the decision by either speaking with you or reviewing your file or both. The Chair will send you a written decision within fourteen (14) calendar days after receiving the appeal. The Chair's decision is final and cannot be appealed to the full LANC Board.



LEGAL AID OF NORTH CAROLINA, INC.

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Waiver of Confidentiality

I understand the information that I have furnished to LANC is treated as confidential information to the extent required by the Rules of Professional Conduct of the State Bar of North Carolina. By filing this grievance, I request that the materials related to my complaint be reviewed by the appropriate individuals designated in the LANC Complaint Procedure, and waive privilege and confidentiality as to those persons only.

Signature

IF YOU NEED HELP FILLING OUT THIS FORM, CONTACT YOUR LOCAL LEGAL AID OFFICE

Applicant Complaint about Denial of Assistance

I, _____ am complaining that LANC has denied legal services to
(Print Name)
me because _____

(Use back of sheet or additional pages if more space is needed.)

I want LANC to provide legal services to me because _____

I want LANC to do this no later than: _____ because: _____
(Date)

Signature

Today's Date

Address: _____

Telephone Number: _____

Mail Completed Form to:

Executive Director
Legal Aid of North Carolina, Inc.
Post Office Box 26087
Raleigh, North Carolina 27611



LEGAL AID OF NORTH CAROLINA, INC. (LANC)

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Signature

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APPEAL OF DECISION

Check one only:

- I, _____ disagree with the Senior Managing Attorney's decision.
(Print Name)
- I, _____ disagree with the Executive Director's decision.
(Print Name)
- I, _____ disagree with the decision made by the Volunteer Lawyer Coordinator and the Senior Managing Attorney.
(Print Name)

The reasons I disagree with the decision are: _____

(Use back of sheet or additional pages if more space is needed.)

Signature

Today's Date

Address: _____

Telephone Number: _____

Mail Completed Form to:

Executive Director
Legal Aid of North Carolina, Inc.
Post Office Box 26087
Raleigh, North Carolina 27611



LEGAL AID OF NORTH CAROLINA, INC. (LANC)

Instructions to File a Client Complaint or Grievance about the Manner or Quality of Legal Assistance Provided by a Volunteer or Contract Attorney

NOTE: TO PROCEED UNDER THIS POLICY, YOU WILL BE REQUIRED TO SIGN A WAIVER OF CONFIDENTIALITY STATEMENT. THE WAIVER MEANS THAT YOU ARE GIVING UP YOUR RIGHT TO KEEP THE INFORMATION THAT YOU GAVE TO LANC CONFIDENTIAL.

1. If you are not satisfied with the legal representation provided by a volunteer or contract attorney, then you may **make a complaint at any time before your case is closed or within thirty (30) calendar days after the case has been closed.** You should tell the staff person that you want to file a complaint or grievance. If you are not satisfied with the staff person's response, ask to speak with the Senior Managing Attorney.
2. You may make a complaint orally or in writing to the local PAI or VLP coordinator. The coordinator and/or the local Managing Attorney/Senior Managing Attorney will try to resolve your complaint.
3. If you disagree with the local response to your complaint about the manner or quality of legal assistance provided by the volunteer or contract attorney, then you may appeal to the Assistant Director of Advocacy and Compliance within fifteen (15) calendar days after you are told the decision. If the fifteenth calendar day falls on a holiday, Saturday or Sunday, then your last day to take action will be the next weekday. For example, if a holiday falls on a Tuesday, then your last day to appeal is Wednesday. If the fifteenth day falls on a Saturday or Sunday, then your last day to appeal is Monday.
4. You will need to file the Appeal of Decision form. The Senior Managing Attorney or the Coordinator can help you fill out the appeal form, if necessary. The appeal form will be sent to the Assistant Director of Advocacy and Compliance who will investigate the complaint promptly and send you a written decision in a timely manner. This decision is final and cannot be appealed to the LANC Board.

