

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.

