



GRIEVANCE (COMPLAINT) PROCEDURE

If you are:

- a self-represented litigant or a visitor at one of Public Counsel's clinics;
- a client of Public Counsel's; or
- you have been referred to a volunteer attorney by Public Counsel.

And you want to complain about:

- not receiving service; or
- about the manner or quality of service you did receive.

Then you have a right to talk to the Directing Attorney (or their representative) of the Public Counsel Project with which you interacted.

The Directing Attorney will discuss your complaint with you no later than five (5) working days after you submit it. Because not all Public Counsel employees work in one location, all discussions regarding your complaint may happen by phone.

IF YOU HAVE A COMPLAINT, PLEASE SEND THE COMPLAINT TO GRIEVANCE@PUBLICCOUNSEL.ORG and include your full name and phone number.

Once you email your complaint to Public Counsel, the Directing Attorney (or their representative) will be notified of your complaint and will reach out to you directly.

If you and the Directing Attorney cannot reach an agreement about your complaint, you have a right to discuss the matter with a Vice President (VP) of Public Counsel who will investigate your complaint. Please tell the Directing Attorney that you would like to discuss the matter with a VP and they will notify the VP of your complaint. The VP does not give legal assistance, but will review the decision of the Directing Attorney. The VP will discuss the matter with you within ten (10) working days of your request to the Directing Attorney that you would like a VP involved. The VP will promptly investigate your matter and send you a written decision on your complaint.