



CLIENT COMPLAINT PROCEDURE

If you are a client of Legal Action of Wisconsin, Inc. (Legal Action) and you do not like the work being done on your case or if you think Legal Action has violated the Legal Services Corporation Act or other laws, regulations, instructions, or guidelines, you may make a complaint.

If you asked for our services and we did not provide services (you did not become a client), you may also make a complaint.

The procedure for complaints by clients and by people who did not become a client are handled differently.

Complaints from clients Summary

Step 1 – Call Legal Action at 855-947-2529 and say you are making a complaint. A Managing Attorney will reach out to you to discuss and review your complaint.

Step 2 – If you are not satisfied with the Managing Attorney's review, you may ask for the Executive Director to review your complaint.

Step 3 – If you are not satisfied with the Executive Director's review, you may ask for the Board of Directors' Client Complaint Committee to review your complaint.

See following pages for more details.

Complaints from people who are not clients Summary

Step 1 – Call Legal Action at 855-947-2529 and say you are making a complaint. A Managing Attorney will reach out to you to discuss and review your complaint.

Step 2 – If you are not satisfied with the Managing Attorney's review, you may ask for the Executive Director to review your complaint.



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Complaints for clients Details - Step 1

Review by a Managing Attorney

To make a complaint, call Legal Action at 855-947-2529. Please give the following information to the person who answers the phone:

1. You are making a complaint about Legal Action.
2. A number or email address where you can be reached.

After you make this call:

A Managing Attorney, or someone the Managing Attorney designates, will arrange to contact you. Most times, the Managing Attorney will contact you by phone. If your complaint is about the Managing Attorney, the Executive Director or someone the Executive Director designates will arrange to contact you. The Managing Attorney will decide how to respond to your complaint. They may decide what to do with your complaint during their call with you or they may need to decide later.

When you speak with the Managing Attorney or Executive Director, she/he will listen to your concerns and may ask for information such as:

- What do you feel we did incorrectly or wrong?
- Who did you talk with?

You may still file a complaint even if you don't have this information.

In determining how to respond to your complaint, the Managing Attorney will review:

- Information that you provide
- Information that Legal Action staff provides
- Legal Action's policies and procedures
- Other information, if needed

As soon as possible, the Managing Attorney will determine whether our staff has done something that violates our policies and procedures or laws, regulations, instructions, or guidelines. The Managing Attorney will also determine whether we should or can make changes that address your concerns.

The Managing Attorney will contact you to explain the determination. The Managing Attorney may send you an email or letter or may call you and inform you about his/her decision.



CLIENT COMPLAINT PROCEDURE

Complaints for clients Details - Step 2

Review by the Executive Director

If you are not satisfied with the Managing Attorney's review, you may ask the Executive Director to review your complaint. To ask the Executive Director to review your complaint, call Legal Action at 855-947-2529.

Please give the following information to the person who answers the phone:

- The name of the managing attorney from Step 1.
- A number or email address where you can be reached.

After you make this call:

The Executive Director will arrange to contact you. Most times, the Executive Director will contact you by phone. The Executive Director will decide how to respond to your complaint. They may decide what to do with your complaint during their call with you or they may need to decide later.

When you speak with the Executive Director, she/he will listen to your concerns and may ask for information such as:

- What do you feel we did incorrectly or wrong?
- Who did you talk with?

You may still make a complaint even if you don't have this information.

In determining how to respond to your complaint, the Executive Director will review:

- Information that you provide
- Information that Legal Action staff provides
- Legal Action's policies and procedures
- Other information, if needed

As soon as possible, the Executive Director will determine whether our staff has done something that violates our policies and procedures or laws, regulations, instructions, or guidelines. The Executive Director will also determine whether we should or can make changes that address your concerns.

The Executive Director will contact you to explain the determination. The Executive Director may send you an email or letter or may call you and inform you about his/her decision.



CLIENT COMPLAINT PROCEDURE

Complaints for clients Details - Step 3

If you are not satisfied with the Managing Attorney's or the Executive Director's decision, you may make a grievance with Legal Action's Board of Directors. Legal Action is a non-profit organization. Because we are a non-profit organization, we are governed by an all-volunteer Board of Directors which has both attorneys and low-income members. The Board of Directors has a Committee that will hear your complaint.

To file your complaint with our Board of Directors' Client Grievance Committee, call 855-947-2529 and ask to speak with the Executive Director. Inform the Executive Director that you wish to make your grievance with our Board of Director's Client Grievance Committee.

If you make a complaint with the Board of Director's Client Grievance Committee:

- The Executive Director and Managing Attorney will give the information they have gathered about your complaint to the Committee.
- You will have a chance to appear before that Committee, either by yourself or with a representative. At the beginning of the meeting, you may make either an oral or a written statement, or both, about your complaint.
- The Legal Action staff member who is the subject of your grievance may also attend.
- At the end of that meeting, you may make another statement.
- Legal Action will take notes during the meeting.

You will be notified in writing of the results of the meeting and any recommendations that the Client Grievance Committee makes.

A file containing your concerns, formal grievance, and any information you provided will be maintained by Legal Action so the file can be reviewed by Legal Services Corporation if necessary. (The Legal Services Corporation is one of Legal Action's funding sources.)