

CLIENT GRIEVANCE (COMPLAINT) PROCEDURE

YOU ARE ENTITLED TO MAKE A COMPLAINT PURSUANT TO LEGAL AID OF NEBRASKA'S CLIENT GRIEVANCE PROCEDURE IF:

- You believe you have been improperly denied legal assistance, or
- You are dissatisfied with the manner or quality of the assistance you received or are receiving

TIMEFRAME TO FILE A GRIEVANCE

You can file a grievance:

- Anytime your case is open with Legal Aid of Nebraska, or
- If you do not have an open case, no later than 60 days after your case is closed or 60 days after your application for assistance was denied

IMPORTANT NOTICE IF YOUR APPLICATION FOR SERVICES WAS DENIED OR YOUR CASE WAS CLOSED

If your application for services was denied or your case is closed at the time you file a grievance, while your grievance is pending, Legal Aid of Nebraska is not representing you with that legal issue or case. You must take the necessary steps to protect your legal interests, including trying to find another attorney, meeting any required deadlines to file court documents and paperwork, and attending hearings.

Legal Aid of Nebraska has limited funding. We cannot provide attorney representation to all individuals, including those who are eligible for our services.

Legal Aid **cannot** provide legal assistance if:

- It would be a conflict of interest for Legal Aid of Nebraska to provide you with legal assistance (e.g. we have a professional duty to another person in the same or related matter)
- It is prohibited by federal or state law (e.g. prohibited by the Legal Services Corporation Act and Regulations)
- You do not qualify financially for legal assistance
- Your legal problem does not fall within our legal program priorities

STEP ONE:

You should make your complaint, in writing, to the Chief of Legal Strategy. The name of the Chief of Legal Strategy is at the end of this notice. The Chief of Legal Strategy will review your written grievance, along with other relevant information, and tell you the decision within 15 business days of receiving the written grievance.

STEP TWO:

If you and the Chief of Legal Strategy are unable to resolve the complaint, your next step is to appeal, in writing, to the Executive Director within 15 business days of receiving the Chief of Legal Strategy's response. The name of the Executive Director is

at the end of this notice. The Executive Director will review your written grievance, the determination of the Chief of Legal Strategy and other relevant information, and tell you the decision within 30 business days of receiving your step two grievance.

STEP THREE:

If you are unable to resolve the complaint with the Chief of Legal Strategy and the Executive Director, your next step is to appeal, in writing, to the President of the Board of Directors of Legal Aid of Nebraska within 15 business days of receiving the Executive Director's response. The President will then forward your complaint to the Grievance Committee of the Board of Directors, and the Committee will review your grievance and other relevant information. The Grievance Committee may be the full board, or, an ad hoc committee appointed by the President of the Board. The President of the Board will let you know its decision within 45 days of receiving your step three grievance. The name of the President is at the end of this notice. In order for Legal Aid of Nebraska's Board Grievance Committee to review your grievance, the Committee will need to review relevant information related to your application for assistance and/or your case. This information is protected by the attorney-client privilege, which you will be asked to waive. The grievance form asks you to sign a consent for Legal Aid of Nebraska to release confidential information protected by the attorney-client privilege related to your grievance if you file a Step Three Grievance with the Board of Directors.

IF YOU NEED HELP WITH FILING YOUR GRIEVANCE

If you need help in the grievance procedure, the Executive Director or the Chief of Legal Strategy may be able to assist you or designate another employee of Legal Aid of Nebraska to assist you.

You may be accompanied or represented by another person of your choice at any level of the grievance process. If accompanied by another person you will be waiving attorney-client confidences for all information shared within the scope of the grievance procedure.

GRIEVANCE CONTACT INFORMATION

STEP ONE:

Chief of Legal Strategy

Jennifer Gaughan, Chief of Legal Strategy
Legal Aid of Nebraska
209 S. 19th St., Ste. 200
Omaha, NE 68102
grievance@legalaidofnebraska.org

STEP TWO:

Executive Director

Laurel Heer Dale, Executive Director
Legal Aid of Nebraska
209 S. 19th St., Ste. 200
Omaha, NE 68102
grievance@legalaidofnebraska.org

STEP THREE:

Board of Directors

Amy Van Horne, President
Board of Directors
Legal Aid of Nebraska
209 S. 19th Street, Ste. 200
Omaha, NE 68102
board@legalaidofnebraska.org

LEGAL AID OF NEBRASKA GRIEVANCE FORM

Please check the box that applies to your situation.

Reason for Grievance

☐ **Denial of Service**

☐ **Quality of Service**

Name: _____

Date of Application for Service: _____

Address: _____

Email Address: _____

Telephone Number: _____

Best Time to Contact You: _____

Description of the services requested:

Your complaint:

State your current request:

Please list any upcoming deadlines you have (e.g. court hearings, deadline to file court paperwork or an appeal):

(ATTACH MORE PAGES AS NECESSARY)

Signature

(SEE NEXT PAGE)

Date

Step Three Consent to Release Information and Waiver of Attorney-Client Privilege:

If I pursue my grievance through Step 3 (filing my grievance with Legal Aid of Nebraska's Board of Directors) I consent to Legal Aid of Nebraska releasing all information relevant to my grievance to Legal Aid of Nebraska's Board of Directors, and I understand that by consenting to this release of information I am waiving the attorney-client privilege.

Signature

Date