

GRIEVANCE PROCEDURE: DENIAL OF SERVICES AND THE QUALITY OF SERVICES

NIDAAMKA CABASHADA: DIIDMADA ADEEGYADA IYO ADEEGYADA TAYADA

IF YOU BELIEVE YOU HAVE BEEN IMPROPERLY DENIED LEGAL ASSISTANCE, OR HADDII AAD RUMAYSAN TAHAY IN SI AAN SAX AHAYN LAGUUGU DIIDAY KAALMADA SHARCIGA AH, AMA

IF YOU ARE DISSATISFIED WITH THE MANNER OR QUALITY OF THE ASSISTANCE, HADDII AANAD KU QANACSANAYN QAABKA AMA TAYADA KAALMADA,

YOU ARE ENTITLED TO MAKE A COMPLAINT PURSUANT TO OUR **CLIENT GRIEVANCE PROCEDURE.**

WAXAAD XAQ U LEEDAHAY INAAD SAMAYSO CABASHO WAAFAQSAN **NIDAAMKAYAGA CABASHADA MACMIILKA.**

GRIEVANCE PROCEDURE
NIDAAMKA CABASHADA

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.

TALLAABADA KOW:

Waa inaad ugu samayso cabashadaada, qoraal ahaan, Madaxa Xeelada Sharci. Magaca Madaxa Xeelada Sharci dhammaadka ogaysiiskan.

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. The name of the Executive Director is at the end of this notice. The Executive Director will either consider your complaint, or will appoint someone to do so.

TALLAABADA LABBA:

Haddii adiga iyo Madaxa Xeelada Sharci aaydaan awoodin inaad xalishaan cabashada, tallaabadaada xigta waa in rafcaan laga qaato, qoraal ahaan, Maamulaha Fulinta. Magaca Maamulaha Fulinta waa dhammaadka ogaysiiskan. Maamulaha Fulinta miduun waxa uu ka fekeri doonaa cabashadaada, ama waxa uu kuu dooran doonaa qof inuu sidaas sameeyo.

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 for Legal Aid of Nebraska. The President will then forward your complaint to the Grievance Committee of the Board of Directors. The name of the President is at the end of this notice. The attorney/client privilege may be waived as a result of this process because investigating the quality of representation may go to the merits of the issues.

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. If you should need help in the grievance procedure, the Executive Director or the Chief of Legal Strategy may be able to assist you.

TALLAABADA SADDEX:

Haddii aanad awoodin inaad la xaliso cabashada Madaxa Xeelada Sharci iyo Maamulaha Fulinta, tallaabadaada xigta waa inaad rafcaan kaga qaadata, qoraal ahaan, Guddoomiyaha Agaasimayaasha Guddida ee Kaalmada Sharciga Nebraska (Legal Aid of Nebraska). Guddoomiyahu markaas waxa uu u gudbin doonaa cabashada Guddida Cabashada ee Agaasimayaasha Guddida. Magaca Guddoomiyahu waa dhammaadka ogaysiiskan. Mudnaanta qareenka/macmiilka waxaa loo dhaafi doontaa natiijada nidaamkan sababtoo ah baadhitaanka tauada metelaada waxay tegi kartaa heerka arrimaha.

Waa lagu raaci karaa ama waxaa ku meteli kara qof kale oo doorashadaada ah heer kasta oo nidaamka cabashada ah. Haddii uu la socdo qof kale oo waxaad ka dhaafi doontaa kalsoonida qareenka-macmiilka dhammaan macluumaadka lagu wadaagay gudaha ilaa xadka nidaamka cabashada. Haddii aad u baahato caawimada nidaamka cabashada, Maamulka Fulinta ama Madaxa Xeelada Sharci ayaa ku caawin kara.

Executive Director

Laurel Heer Dale, Executive Director
Legal Aid of Nebraska
209 S. 19th Street, Ste. 200
Omaha, NE 68102

Maamulaha Fulinta

Laurel Heer Dale, Maamulaha Fulinta
Legal Aid of Nebraska
209 S. 19th Street, Ste. 200
Omaha, NE 68102

Chief of Legal Strategy

Jennifer Gaughan, Chief of Legal Strategy
Legal Aid of Nebraska
209 S. 19th Street, Ste. 200
Omaha, NE 68102

Madaxa Xeelada Sharci

Jennifer Gaughan, Madaxa Xeelada Sharci
Legal Aid of Nebraska
209 S. 19th Street, Ste. 200
Omaha, NE 68102

Board of Directors

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

Guddida Maamulayaasha

Amy Van Horne, Guddoomiye
Guddida Maamulayaasha
Legal Aid of Nebraska
209 S. 19th Street, Ste. 200
Omaha, NE 68102

Legal Aid of Nebraska
Kaalmada Sharciga Nebraska
GRIEVANCE FORM
FOOMKA CABASHADA

Please check the box that applies to your situation.
Fadlan sax bogoska ku haboon xaaladaada.

- Reason for Grievance**
Sababta Cabashada
☐ **Denial of Service**
☐ **Diidmada Adeega**
☐ **Quality of Service**
☐ **Tayada Adeega**

Name: _____

Magaca: _____

Date of Application for Service: _____

Taariikhda Codsiga Adeega: _____

Address: _____

Cinwaanka: _____

Telephone Number: _____

Lambarka Telefoonka: _____

Best Time to Contact you: _____

Wakhtiga Ugu wanaagsan ee Lagula soo xidhidhayo: _____

Description of the services requested: _____

Faahfaahinta adeegyada la codsaday: _____

Your complaint:

Cabashadaada:

State your current request:

Sheeg codsigaaga hadda:

(ATTACH MORE PAGES AS NECESSARY)
(LIFAAQ BOGGAG BADAN SIDA LAMA HURAANKA AH)

Signature

Saxeexa

Date

Taariikhda