

## **DO YOU HAVE A COMPLAINT ABOUT CLA?**

### **Is your complaint that we did not give you legal services?**

You can talk to our Managing Attorney.

If talking to the Managing Attorney does not resolve your complaint, you can talk to our Executive Director who will help you talk to someone on our Board of Directors' Grievance Committee.

The Grievance Committee members' decision about your complaint is the final step in the CLA grievance procedure.

### **Is your complaint that you got legal services from a CLA attorney or paralegal but are not satisfied with them?**

You can talk to our Managing Attorney.

If talking to the Managing Attorney does not resolve your complaint, you can talk to our Executive Director who will help you set up a meeting with the Grievance Committee of our Board of Directors.

You may make a short statement to the Grievance Committee, and CLA will help you put it in writing.

The meeting can be by phone or computer if you can't get to the office.

You may bring an advocate with you to the meeting with the Grievance Committee if you wish.

The Grievance Committee's decision about your complaint is the final step in the CLA grievance procedure.

### **Is your complaint that you got legal services from a volunteer lawyer through CLA's Volunteer Lawyers Service program but are not satisfied with the services?**

You can talk to our Pro Bono Coordinator.

If talking to the Pro Bono Coordinator does not resolve your complaint, you can talk to our Pro Bono Director.

The decision of the Pro Bono Director about your complaint is the final step in the CLA grievance procedure.