

Client Grievance Procedure

Purpose

Any person who has been refused service by Legal Aid for New Entrepreneurs (LANE) and any person who has a complaint about the way service was provided is entitled to have that complaint reviewed in accordance with the following rules. LANE will provide a copy of these procedures to any person indicating a complaint as described below.

1. Notice

LANE will post a notice on its website informing clients of this grievance procedure. The notice will include the information on how to submit a complaint.

2. Applicants Denied Service

If an applicant is denied service, LANE staff must inform the applicant that they may file a complaint about the decision and have it reviewed. If the staff member cannot resolve the complaint, the applicant will be informed that they may confer with the Executive Director or their designee. If the Executive Director cannot resolve the complaint to the client's satisfaction, the applicant will be informed that they may request review by the Board of Directors. The Board of Directors will inform the client of their response and if applicable, recommendations and actions taken, in writing.

3. Clients Receiving Service

Clients may complain about the quality of legal assistance provided. If staff cannot resolve the complaint, the client will be informed that they may have the Executive Director review the complaint. If the Executive Director cannot resolve the complaint to the client's satisfaction, the client will be informed that they may request review by the Board of Directors. The Board of Directors will inform the client of their response and if applicable, recommendations and actions taken, in writing.

4. Complaint Review Process

The review process will: (1) allow the complainant to submit an oral or written statement (in person, by teleconference, or other reasonable alternative); (2) permit the complainant to be accompanied by another person who may speak on their behalf; and (3) provide that, upon request, LANE will transcribe a brief written statement dictated by the complainant for inclusion in the complaint file.

5. Timelines

All complaints will be reviewed within a reasonable period, but no longer than 60 days from receipt of the complaint. If an extension is necessary, the client will be informed in writing of the necessity for the extension.

6. Recordkeeping

Every written complaint and its disposition will be preserved in a central file maintained by the Executive Director. The file will include any written statements submitted by the complainant or transcribed by LANE.

7. Non-Discrimination

LANE does not discriminate on the basis of race, gender, age, national origin, disability, or any other protected status.