

WEST TENNESSEE
LEGAL SERVICES
Grievance Policy

If you have a complaint about: (1) denial of assistance for reasons such as financial ineligibility, lack of funding, regulations, case merits, or priorities; or (2) the manner or quality of legal assistance received from West Tennessee Legal Services (WTLS), you may mail a written complaint by using the form on the back of this information sheet addressed to Catherine Clayton, Executive Director, WTLS, 210 West Main Street, Jackson, Tennessee. Or you may hand the completed form to the receptionist who will give you a date-stamped copy.

Your written complaint must be received by WTLS within 5 working days of the event or activity that is the basis of your complaint for clients of WTLS' Victims of Crime Assistance (VOCA). For all other clients, the written complaint must be received by WTLS within 30 days of the event or activity that is the basis of your complaint unless otherwise notified by the funding source.

The Executive Director will review your complaint and mail you a written decision within five (5) working days of receipt of your request, or, if this is not possible for valid reasons, as soon as practicable. If the action of the Executive Director does not satisfy your complaint, you may request an informal hearing, which shall include the opportunity for both you and the Executive Director to testify before the Dispute Resolution Committee (Committee), which consists of client and attorney Board members. The Committee is made up of lawyer and client members of WTLS' Board of Directors. Your request for review must be made in writing, explain why the action of the Executive Director did not satisfy your complaint, and be delivered to the Executive Director within 5 working days of your receipt of the Executive Director's written decision. The Committee will schedule the informal hearing; keep a record the hearing; and mail you written findings and a decision within ten (10) days of the hearing, along with a notice that you may submit a written request to the Chairperson of the Board for full Board review at a second informal hearing within five (5) days of receipt of the Committee's decision. Each Board member will review your request for full Board review. If the Board agrees to full Board review, a new informal hearing will be conducted before the entire Board; a record will be kept; and you will receive a written decision within ten (10) days.

In addition, any client or member of the public may file a written complaint to the Legal Services Corporation by email to complaints@lsc.gov or by mail to Complaints, Office of Compliance and Enforcement, Legal Services Corporation, 333 K Street N.W., Washington, DC 20007.

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If you have a complaint about denial of services or the quality of legal services provided by West Tennessee Legal Services, please complete the following form and either return the completed form to the receptionist, who will provide you with a date-stamped copy, or mail to Catherine Clayton, Executive Director, WTLS, 210 West Main Street, Jackson, Tennessee 38301.¹

Full name of person making complaint: _____

Address: _____

Phone number: _____

Name of staff person about whom you are complaining: _____

Complaint is for (check one):

- Denial of services
 Manner or quality of legal assistance

State your reasons for your complaint (please be specific):

Signature of person making complaint

Date

WTLS does not discriminate on the basis of age, race, color, religion, national origin, sex, or handicap status. If you feel you have been discriminated against by WTLS, you may file a complaint in writing to WTLS' EEO Officer, P.O. Box 2066, Jackson, Tennessee 38302. If the underlying matter in which you sought services is funded through specific state or federal agencies, you may also have the right to alternatively or additionally file a discrimination complaint directly with the agency. Information is posted in WTLS' lobby and agency-specific complaint forms, if applicable, are available upon request.

¹ Information about WTLS' complaint procedure is provided on the other side of this form.