

INLAND COUNTIES LEGAL SERVICES

Complaint Form

Case No. \_\_\_\_\_

Date of Application: \_\_\_\_\_

Your Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

1. Branch Office: \_\_\_\_\_

2. Were you denied service? Yes ( ) No ( )

3. Are you dissatisfied with the manner or quality of services? Yes ( ) No ( )

The attorney or paralegal handling my case is \_\_\_\_\_

4. Were you given a copy of the Client Procedure? Yes ( ) No ( )

5. Type of case: \_\_\_\_\_

My Complaint is:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_



# INLAND COUNTIES LEAL SERVICES

## FORMULARIO DE QUEJA

Numero de Caso: \_\_\_\_\_

Fecha de Solicitud: \_\_\_\_\_

Su Nombre: \_\_\_\_\_

Direccion: \_\_\_\_\_  
\_\_\_\_\_

No. de Telefono: \_\_\_\_\_

1. Sucursal (oficina) \_\_\_\_\_

2. Se le negaron servicios? ( ) Si ( ) No

3. Esta insatisfecho con la manera o la calidad de servicios? ( ) Si ( ) No

El abogado o paralegal que maneja su caso es: \_\_\_\_\_

4. Le fue dado una copia de el Procedimiento de Cliente? ( ) Si ( ) No

5. Tipo de Caso: ( ) Si ( ) No

Mi queja es:

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Fecha: \_\_\_\_\_

Firma: \_\_\_\_\_



# INLAND COUNTIES LEGAL SERVICES

## HOW TO MAKE A COMPLAINT

You have the right to make a complaint if Legal Services are denied or if you are not satisfied with our services.

### **COMPLAINTS ABOUT LEGAL ASSISTANCE - MANNER OR QUALITY**

If you are not satisfied with the manner or quality of the services you received from Inland Counties Legal Services, you should follow these procedures:

1. Attempt first to discuss your concern with the Attorney or Paralegal handling your case.
2. If the attorney or paralegal handling your case does not resolve the problem to your satisfaction, request an appointment to discuss the matter with the Managing Attorney who supervises the office.
3. If your complaint remains unresolved after speaking with the Managing Attorney, you may appeal to the Executive Director or designee. Request an appointment by calling (951) 368-2530. An appointment will be scheduled as soon as possible.
4. In the event that the Executive Director is unable to resolve your complaint, you will be given the opportunity to present your complaint to the Grievance Committee of the Program's Board of Directors. You must request the hearing in writing. Give a brief statement concerning your grievance. If you need assistance, the office will help you state your problem. When you make the request for a Board Grievance Committee hearing, your request should state that you knowingly, willingly, and voluntarily waive your right to client confidentiality, so that program legal staff can discuss your case with the Board Grievance Committee on appeal. You may have a representative accompany you to the hearing, which will be held within 30 days, unless the Executive Director determines the need for more prompt action.

### **COMPLAINTS ABOUT DENIAL**

If you have been denied services and wish to appeal, you may follow these procedures:

1. Attempt first to resolve your complaint with the Attorney of the Day. If you are not satisfied, then request to speak with the Managing Attorney. An appointment will be scheduled as soon as possible.
2. If the managing attorney is unable to resolve the problem, you may appeal to the Executive Director. An appointment with the Executive Director or designee will be scheduled as soon as possible.
3. If your complaint is not resolved after you have discussed it with the Executive Director, you will be given an opportunity, to the extent practicable, to confer with a representative of the Board Grievance Committee.

*Any complainant may contact:*

**Legal Services Corporation Office of Compliance & Enforcement** 3333 K Street, N. W., 3<sup>rd</sup> Floor, Washington DC 20007-3522

**Legal Services Trust Fund Program** 180 Howard Street, San Francisco, CA 94105-1639

*Senior Citizens may also contact the Office on Aging located in their county:*

**Riverside County Office on Aging** 6296 Rivercrest Drive, Suite K, Riverside CA 92507-0738 ☐ Phone: (951) 867-3800

**Department of Aging & Adult Services** 686 Mill Street, San Bernardino, CA 92415 ☐ Phone: (909) 891-3900

*Irene C. Morales, Executive Director*

**Inland Counties Legal Services, Inc.** ☐ 1040 Iowa Avenue, Suite 101 ☐ Riverside, CA 92507 ☐ (951) 368-2530

# INLAND COUNTIES LEGAL SERVICES

## COMO PRESENTAR UNA QUEJA

Si se le han sido negado servicios legales o no está satisfecho con nuestros servicios, usted tiene derecho de presentar una queja.

### **QUEJAS SOBRE ASISTENCIA LEGAL - MODO Y CALIDAD**

Si usted no está conforme con la calidad o manera de los servicios recibidos y desea presentar una queja, siga el procedimiento aquí descrito:

1. Intente primero discutir sus preocupaciones con el abogado o ayudante legal encargado de su caso.
2. Si el abogado o asistente legal encargado de su caso no le resuelve su problema a su satisfacción, usted puede pedir una cita para discutir el caso con el abogado supervisor de esta oficina.
3. Si su queja queda sin resolverse, aun después de hablar con el abogado supervisor, puede usted apelar a la directora ejecutiva o designado. Pida una cita llamando al (951) 351-2530. Una cita se le dará lo más pronto posible.
4. En el evento que la directora ejecutiva no pueda resolver su queja, se le dará la oportunidad de presentar su demanda al Comité Agravio de la Mesa Directiva de este programa. Deberá pedir la audiencia por escrito. De una explicación en breve a su problema. Si necesita asistencia, esta oficina le ayudará exponer su problema. Cuando haga su petición para la audiencia al Comité Agravio, su petición deberá expresar que usted está consiente y voluntariamente cede su derecho a la confidencialidad como cliente para que así el programa pueda discutir su caso con el Comité de Directivos en apelación. Puede tener un representante que le acompañe a su audiencia, se llevará a cabo dentro de 30 días, al no ser que la directora ejecutiva determine la necesidad inmediata de su audiencia.

### **QUEJA SOBRE NEGACION DE SERVICIOS**

Si a usted se le han negado los servicios y desea apelar, puede seguir estos pasos:

1. Intente resolver su queja primero con el abogado encargado. Si no está satisfecho, entonces pida hablar con el abogado supervisor. Una cita se le dará lo más pronto posible.
2. Si el abogado supervisor no logra resolver el problema, puede apelar a la directora ejecutiva. Una cita con la directora ejecutiva. Una cita con la directora ejecutiva o designario se le dará lo más pronto posible.
3. Si su queja no se ha resuelto aun después de haber discutido el problema con la directora ejecutiva, se le dará la oportunidad de extender su problema con el representante del Comité Agravio de la Mesa Directiva.

*Cualquier quejante puede ponerse en contacto con:*

**Legal Services Corporation Office of Compliance & Enforcement** 3333 K Street, N.W., 3<sup>rd</sup> Floor, Washington DC 20007-3522

**Legal Services Trust Fund Program** 180 Howard Street, San Francisco, CA 94105-1639

***Ciudadanos veteranos pueden también comunicarse con la oficina de mayores localizada en su condado:***

**Riverside County Office on Aging** 6296 Rivercrest Drive, Suite K, Riverside CA 92507-0738 ☐ Phone: (951) 867-3800

**Department of Aging & Adult Services** 686 Mill Street, San Bernardino, CA 92415 ☐ Phone: (909) 891-3900

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