

PUBLIC AND CLIENT COMPLAINT PROCEDURES

Iowa Legal Aid and its Volunteer Lawyers Project are committed to providing quality legal services to people who are eligible as clients. Due to limits on the program, however, we cannot help every person who applies for services. If you have applied for help from Iowa Legal Aid and you were denied services for one of the following reasons:

- Your income was found to be too high and you disagree with the decision;
- We believe we are not allowed to help you with the type of legal problem you have and you disagree with us. (These rules are set by the Legal Services Act and Regulations);
- We believe the type of help you need is not a priority for our program and you disagree with this decision. (Priorities are set by the Iowa Legal Aid Board of Directors);

You may file a complaint with the Iowa Legal Aid Executive Director and/or the Managing Attorney in the office where the complaint arose.

You may also file a complaint if you get help from Iowa Legal Aid and are not satisfied:

- Because of the way in which services were given; or
- Because of the quality of services you received.

Additionally, if you are not seeking legal services from us but think we have not followed a part of the Legal Services Corporation Act, Regulations, Instructions, or any other applicable law or regulation, you may file a complaint.

Policy of Nondiscrimination in the Provision of Legal Services

"It is the policy of Iowa Legal Aid that no person shall be discriminated against or excluded from participation in, or be denied the services of any program or activity of Iowa Legal Aid, because of race, color, creed, national origin, disability, age, sex, sexual orientation, gender identity, political affiliation, or religion."

If You File a Complaint...

The Iowa Legal Aid Executive Director, Managing Attorney, or other person chosen by the Executive Director will investigate the complaint. He or she will try to resolve it. This shall be done within 90 days.

A written statement will be sent to you with:

1. A summary of the basis of the complaint; and
2. The decision of the person investigating your complaint.

If you disagree with the decision of a Managing Attorney, or other person chosen by the Executive Director, you can appeal that decision to the Executive Director for a final decision. If you disagree with the Executive Director's final decision, you can appeal the final decision to the Iowa Legal Aid Board of Directors Personnel, Grievance, and Nominations Committee. The Committee will convene a meeting to hear the complaint.

You will be allowed to submit an oral or written statement to the Committee. The opportunity to submit an oral statement may be accomplished in person, by teleconference, or through some other reasonable alternative. You may be accompanied by another person who may speak on your behalf. If you request, Iowa Legal Aid shall transcribe a brief written statement to the Committee, dictated by you, for inclusion in the file.

If you want us to investigate a complaint or review a decision, contact us in writing:

**Executive Director
Iowa Legal Aid
1111 9th Street, Suite 230
Des Moines, Iowa 50314-2527**

ILA's goal is to communicate effectively with our clients. We can use large print, Relay Iowa, language translation service, or other steps for effective communication. Please let ILA know if any special service is needed to provide legal help to you.