

CLIENT GRIEVANCE PROCEDURE

A client or applicant shall have the right to file a complaint protesting the action of Legal Services of North Florida, Inc. (LSNF) in the following situations:

- a. **Denied Services** — If an applicant is denied legal assistance, he or she may seek a review of that decision by contacting the Executive Assistant, whose contact information is listed below, within ten calendar days in writing or orally.
- b. **Dissatisfaction with the manner or quality of legal assistance provided** — If a client is not satisfied with the manner or quality of legal assistance that has been provided, he or she may make a complaint through the Executive Assistant (contact information listed below), in writing or orally, within two months after the close of the case.
- c. **Discrimination** — If a client or applicant feels he/she has been discriminated against based upon race, color, religion, sex, age, disability, national origin, veteran status, genetic information, pregnancy, gender identity or sexual orientation, the client or applicant may file a complaint with the Executive Assistant (contact information listed below) within five calendar days.
- d. **Termination, suspension or reduction of services to clients over age 60** — If services to a client over the age of 60 are terminated, suspended or reduced, the client has a right to be notified in writing not less than ten calendar days prior to the action and thereafter has a right to seek review of that action. In that event, the client must notify the Executive Assistant based on the instructions that will be given in the notice from LSNF to the client.

If you fit in one of the categories listed above and wish to appeal or seek review of a decision, **please contact the Executive Assistant, who is located in the Tallahassee office, by mail at 2119 Delta Boulevard, Tallahassee, Florida, 32303, or by phone at 850-385-9007, extension 1008**, who will provide you with the information that applies to your claim. The Executive Assistant will provide a copy of the procedure that will be followed to review and hopefully resolve the complaint.