PUBLIC AND CLIENT COMPLAINT PROCEDURES

Iowa Legal Aid and the Iowa Legal Aid 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, 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 the services were given; or
- Because of the type or 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, religion, pregnancy, genetic information, military service, engagement in legally protected activity, or any other characteristic protected by law.

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

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 decide the complaint. The Grievance Committee shall determine whether to allow an oral presentation or whether the review will be done on a written record, consistent with applicable law. If an applicant or client seeks review by the Grievance Committee, the applicant or client must sign a waiver of confidential information to allow the Committee to review the matter.

If the review will be done on a written record, you may submit a written statement. If an oral presentation is allowed, you may 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
606 Walnut Street, 25th Floor
Des Moines, Iowa 50309