

NEIGHBORHOOD LEGAL SERVICES, INC.

CLIENT GRIEVANCE PROCEDURE

Updated 2-01-2021

Neighborhood Legal Services, inc. (NLS), does not discriminate on the basis of national origin, marital status, gender, sexual orientation, gender identity, military status, disability, age, race, ethnicity, color or religion. If, upon your request for legal services, NLS did not agree to represent you, or you are not satisfied with the manner in which NLS treated you, you may file a complaint and NLS will investigate the matter.

To make a complaint:

1. Please call NLS and ask to be connected with the supervisor of the advocate you wish to complain about:

NLS Buffalo/Niagara Falls: 716-847-0650

Batavia: 585-343-5450

2. Tell the supervisor what happened and that you wish to make a complaint. The supervisor will investigate your complaint and provide you with a timely response by telephone or letter.
3. If you are dissatisfied with the supervisor's response to your complaint (or, if your complaint is with a Supervising Attorney) you may contact NLS' Executive Director for additional help:

Lauren Breen, Executive Director
Neighborhood Legal Services
237 Main Street, Suite 400
Buffalo, NY 14203
716-847-0650; lbreen@nls.org

4. If NLS' Executive Director does not handle your complaint to your satisfaction (or, if the complaint is about NLS' Executive Director) you may write a letter to the President of the NLS Board of Directors and explain your complaint. Send your complaint letter to:

President, Neighborhood Legal Services
237 Main Street, Suite 400
Buffalo, NY 14203

5. The President of the Board and/or the NLS Board's Client Grievance Committee will review your complaint within 30 days. If you wish, you may appear before the committee in person. You may make an oral statement to the committee telling them about your concerns and/or you may give them a written statement. You may bring someone with you to that meeting if you wish. The Client Grievance Committee will issue a written decision within 10 days of their meeting to resolve your complaint.