

LASP Grievance Procedure

If you disagree about a determination of ineligibility and feel you have been unfairly treated, or if you are dissatisfied about the nature or quality of services provided to you by Legal Aid of Southeastern Pennsylvania (LASP), you have the right to complain to staff and ultimately to the Managing Attorney of the office in which you applied for services or where you were served.

How to file a grievance, or complaint:

First step:

Contact the **Managing Attorney**.

If you still are not satisfied, you have the right to appeal by a grievance in writing, addressed to:

Carolyn E. Johnson, Chief Counsel

Legal Aid of Southeastern Pennsylvania (LASP), 625 Swede Street, Norristown, PA 19401

- **Include** your full name, address and telephone number, and state the nature of your complaint.
- Upon request, LASP staff will help you in putting your complaint in writing to meet this requirement.
- Your grievance will be considered promptly by the Chief Counsel, under the direction of the Executive Director.

If you are not satisfied with the way in which your complaint is being handled by the Chief Counsel and Executive Director or with the decision:

You have the right to appeal to the LASP Board of Directors.

You may have more rights that depend upon the funding source for your case. First, ask a LASP staff member how your case is funded. Then, if it is funded by Title XX, PA State or the Pennsylvania Commission on Crime and Delinquency (PCCD), refer to the additional rights below.

If your case is supported with **Title XX/State funding**:

You have the right to request a fair hearing with the Pennsylvania Department of Human Services if your complaint involves:

- A finding of ineligibility;
- A failure to make a timely decision on your application for representation;
- A denial of service;
- A reduction in service;
- A termination or suspension of service.

(Note: To read the [Title XX notice](#), please visit: lasp.org/title-xx-rights-and-responsibilities if not included with this document.)

If your case is supported with **Pennsylvania Commission on Crime and Delinquency funding**:

Complaints that are not resolved through the process above may be reported to:

Pennsylvania Office of Victim Advocate, 1101 S. Front Street, Suite 5200, Harrisburg, PA 17104,

or by email to: RA-OVAinfo@pa.gov. Phone: 800-563-6399.

You may also appeal to:

Legal Services Corporation, 3333 "K" Street, NW, 3rd floor, Washington, DC 20007-3500

Questions?

Ask a LASP staff member if you have any questions about the Grievance Procedure.

Note: This Grievance Procedure is also on our website at lasp.org/grievance-procedure.