

## Community Counsel - CLIENT COMPLAINT PROCEDURE

Community Counsel welcomes client comments and takes complaints (known as “grievances”) seriously. If you feel you have been treated unfairly as a client, you are entitled to protest the policies or actions that you believe have affected you unjustly.

You can make an oral complaint by calling (714) 617-5353 and speaking with the Compliance Department. You may also send a written complaint to: Elder Law and Disability Rights Center, Attn. Compliance, 1535 E. 17th Street, Suite 110, Santa Ana, CA 92705.

If you file a complaint, you have the following rights:

- To discuss the complaint with those who will be making the decision regarding the complaint.
- Not to be denied service or otherwise retaliated against because you filed the complaint.
- To have your identity kept confidential to the extent possible while allowing for an investigation.
- To take other avenues or redress provided by law even though you have used this complaint procedure.
- To be provided with electronic copies of information that you request related to the complaint and that is not confidential and/or legally protected from disclosure.
- To choose to have an advocate present for any meetings with Community Counsel. This other person, who might be a friend, other client, family member, or formal advocate, must be provided at your own expense. Staff of Community Counsel may not act as your advocate in any way in this process.

### How to file a complaint:

1. If you have a complaint regarding a Community Counsel attorney or staff member, you may register your complaint either orally or in writing. (If your complaint is made orally, you may request at that time that the Compliance department summarize your concerns in writing and provide a copy of that summary to you.) Complaint subjects may include, but are not limited to, communication issues, such as a staff member's failure to return your calls or an attorney's failure to definitively accept or complete a task for you.
2. The Compliance department will facilitate a mutually acceptable resolution if possible. Resolution efforts may include acting as a liaison between you and the person you complained about. Compliance personnel shall act as a neutral party.
3. If your complaint is not resolved to your satisfaction at this level within 30 days or if your complaint concerns the Compliance Department, you may request a review of your complaint by the Community Counsel Board of Directors.
4. Within 60 days of receiving the complaint, the Board of Directors will complete its investigation and notify you in writing that it will either:
  - a. Take appropriate action regarding the complaint, or
  - b. Close the matter with no action.

The State Bar of California (1-800-843-9053) will also take complaints concerning attorneys licensed in California.