LEGAL SERVICES OF GREATER MIAMI, INC.
COMPLAINT PROCEDURE / FORM

Legal Services of Greater Miami, Inc. seeks to provide high quality legal services to the thousands of individuals who contact us each year for assistance. Our staff is committed to serving our clients and the community with dedication, diligence and compassion.

Despite our efforts, you may be dissatisfied with the services provided by this office or by the decision not to handle your problem. If that is the case, we want to hear from you. If you wish to file a formal written complaint, you may do so. It will be investigated and every effort will be made to resolve your concern.

To file a formal written client complaint regarding the quality of service we have provided to you, or the decision not to accept your case, complete the Client Complaint Form and return it to the receptionist, or mail it to the Client Services Officer at 4343 W. Flagler Street, Suite 100, Miami, FL 33134. Your complaint will be addressed within 20 days.

Clients who are age 60 and older, and whose representation is supported through Title III of the Older Americans Act, possess additional grievance rights provided for by the Alliance for Aging. To obtain a copy of the Alliance for Aging Grievance Procedure contact the Legal Services office.

Any other concerns that you may have, including the conduct of our staff, should be brought to the attention of the Deputy Director of Operations. We appreciate your suggestions and comments as to how we can better serve you.

CLIENT COMPLAINT FORM

Date: _____
Your Name: _____
Address: _____
Telephone: _____
Email: _____
Staff Member you consulted: _____
Your Complaint: (If more room is needed continue on the back of this page)

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Your Signature

NOTICE: Records relating to a complaint may be reviewed by the Board of Directors of Legal Services of Greater Miami, Inc.