

Do you have a suggestion or complaint?

If you have a suggestion or complaint concerning the **Eviction Diversion Pilot Program (EDPP)**, please let us know by:

1. Requesting to speak with the **Unit Supervisor** where you were being assisted. They can listen to your suggestions and help resolve your concerns regarding any of the following:
 - ✓ the way you were personally treated;
 - ✓ being turned down for mediation services for improper reasons; or
 - ✓ the kind of quality of mediation services you were provided (after having been accepted)
2. *If you have a complaint and your concern remains unresolved after speaking with the Unit Supervisor, please contact the **Director of Legal Services** by phone at (714) 571-5200.*
3. *If your concern has not been resolved after speaking with the Director of Legal Services, please contact an **Executive Assistant** by phone at (714) 571-5200 to file your complaint. Your complaint will be reviewed by the **Executive Director**. After the review, you will be notified in writing about the outcome:*
 - ✓ what action is being taken as a result of your complaint; or
 - ✓ why is no action being taken as a result of your complaint

*While completing a **complaint or suggestion** on the back of this form is optional, it may help you to prepare a brief statement of your concern for the phone call with an Executive Assistant. Additionally, you are welcome to submit the form to execadmin@clsocal.org at your discretion.*

If you have any questions about this procedure, please write or phone the Executive Assistant at:

Community Legal Aid SoCal
2101 N. Tustin Avenue
Santa Ana, CA 92705
714-571-5200 or 800-834-5001
execadmin@clsocal.org

Suggestion / Complaint Form

Full Name Date

Address

Phone Email

What is the best day and time to contact you?

Describe the nature of your complaint or suggestion. Please include specific facts that will help us understand

- ✓ what service you were requesting or receiving and
- ✓ your complaint or suggestion about the process or service provided