



## **EVICTION DIVERSION PILOT PROGRAM LITIGANT GRIEVANCE PROCEDURE**

### **I. Purpose and Scope:**

This procedure seeks to provide an effective remedy for a person who believes that mediation related services have been denied improperly, or who is dissatisfied with the services provided by Community Legal Aid SoCal (CLA SoCal).

The complaint portion of this procedure is meant to be used only after such a review has failed to satisfy the litigant. Resolution of complaints at the unit level is strongly encouraged.

However, the initial notices of such rights shall be given to the litigant when the litigant first requests service.

### **II. Posting of the Grievance Process:**

CLA SoCal will notify litigants of its complaint process through its Information Statement and make this procedure available upon request.

### **III. Grievance Committee:**

The governing body of CLA SoCal will establish a grievance committee or committees, composed of lawyer and client members of the governing body in approximately the same proportion in which they are on the governing body.

### **IV. Initial Review of Complaint:**

- A. All complaints by persons who believe that mediation assistance has been denied improperly or by persons who are dissatisfied with the services provided will first be reviewed by the Project Supervisor or Directing Attorney overseeing the project.
- B. All initial reviews will occur within 5 business days of the initiated complaint.
- C. Litigant (or CLA SoCal employee, if assisting the litigant in preparing the complaint) will complete a SUGGESTION-COMPLAINT FORM and

transmit it to the appropriate supervisor for action. [See Attachment A for a copy of the Suggestion-Complaint Form or [click here for a fillable PDF.](#)]

- D. Matters which are not resolved at the unit level are referred to the Director of Legal Services. Matters not resolved by the Director of Legal Services are referred to the Executive Director through the Executive Assistant.
- E. If the review and action taken have satisfied the litigant, the appropriate Supervisor and/or the Director of Legal Services will indicate approval to close the complaint. It will then be forwarded immediately to the Director of Operations who will review it and independently decide whether it is appropriate to close the complaint.
- F. If the review and actions taken by the Supervisor, and/or the Director of Legal Services do not satisfy the litigant the litigant will be notified of their right to appeal the matter as provided for in paragraphs IV or V, depending on the nature of the complaint.
- G. CLA SoCal will notify the Los Angeles County Department of Consumer and Business Affairs Project Manager within 15 days of receiving a written complaint. Copies of all written responses to the complainant will be submitted to the DCBA Project Manager within 15 days of mailing to the complainant.

V. Complaint about Mediation Assistance - After Commencement of Services

- A. Each person requesting legal assistance through the Eviction Diversion Pilot Program (EDPP) staffed by CLA SoCal will be notified of their right to complain about the manner or quality of mediation assistance which has been rendered, and that a Suggestion-Complain Form will be provided upon request.
- B. The complainant may file a simple written statement of their complaint with the Executive Assistant. The complainant can request the Executive Assistant to help them with this procedure. Upon request, the Executive Assistant will assist the complainant.
- C. If the Executive Assistant feels it helpful, they either will personally discuss the grievance with the complainant or have someone else discuss the problem with the complainant. The Executive Assistant may then discuss the complaint with the employee or employees involved.
- D. The Director of Legal Services, Director of Operations and the Executive Director will review the statement and determine what action, if any, will be taken. The Executive Assistant will then provide a written response, signed by the Executive Director, to the complainant detailing the action taken regarding grievance, or why no action was taken. The review and

response to complaint will be completed within 30 business days of receipt of the written complaint.

- E. This notification will also:
  - 1. Inform the complainant of their right to keep the details of the case confidential.
  - 2. Inform the complainant of the right to request review of their grievance by the Grievance Committee of CLA SoCal Board of Directors if the complainant is still dissatisfied. A Complainant may request the review by filing a brief written statement as to why the complainant is still dissatisfied within 30 business days of receipt of response from the Executive Assistant.
  - 3. Inform the complainant, if applicable, of their right to take their complaint to the Grievance Committee of the local County or State Bar Association.
  - 4. Inform the complainant, if appropriate, that they may have a malpractice complaint and that they may pursue this claim through any private attorney of the California State Bar Association.
  - 5. Indicate that the Director's Assistant will assist the complainant in typing the statement to the Board, if needed.
- F. If the complainant appeals to the Grievance Committee of the Board of Directors, an oral hearing will be held before the Grievance Committee within 45 business days of the appeal. At the hearing, the complainant and the CLA SoCal employee or employees complained of, or who have first-hand knowledge of the conduct complained of, will appear along with any other appropriate persons. The Grievance Committee of the Board of Directors will provide a written decision to complainant within 30 business days of the hearing.
- G. If the complainant is dissatisfied with CLA SoCal's implementation of the grievance procedure, the complainant will be advised that they may contact the Los Angeles County Department of Consumer and Business Affairs.

## VI. Complaints About Improper Denial of Assistance

- A. Each person requesting mediation assistance through CLA SoCal will be given notice of their rights to complain about the improper denial of services based on financial ineligibility, or priority guidelines as to type of matters handled.
- B. The complainant may file a simple written statement of their complaint with the Executive Assistant. The complainant can request the Executive

Assistant to help them with this procedure. Upon request, the Executive Assistant will assist the complainant.

- C. The Director of Legal Services, Director of Operations and the Executive Director will review the statement and determine what action, if any, will be taken. The Executive Assistant will then provide a written response, signed by the Executive Director, to the complainant detailing the action taken regarding the grievance, or why no action was taken. The review and response to complainant will be completed within 30 days of receipt of the written complaint.

## Attachment A - 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](mailto: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](mailto: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