



Legal Services Program Complaint Form

Return completed form to:
Oregon State Bar
Legal Services Preprogram
PO Box 231935
Tigard, OR 97281-1935

Or email to kfarkas@osbar.org

Instructions

NOTE: Our process is NOT confidential. Keep this in mind as you decide what information to send. All materials received are public record. We will send a copy of this inquiry to the provider you express concerns about.

- The Legal Services Program (LSP) reviews complaints regarding Oregon legal aid providers funded through the LSP and complaints about the operation of the LSP. More information about the LSP is available at www.osbar.org/lsp
- The LSP will not review or respond to a complaint unless the complaint is in writing. You may submit a complaint by email or by regular mail to the addresses in the upper-right corner of this form.
- **Complaints about being denied legal services or the manner or quality of legal help in an individual case will not be reviewed unless you have already completed the provider's internal grievance procedure.**
- If you have questions, call (503) 620-0222 or (800) 452-8260 and ask to speak to the Legal Services Program.

Kind of Complaint

(check all that apply)

- Complaint about being denied legal assistance in an individual case
- Complaint about the manner or quality of legal help or attorney behavior in an individual case
- Complaint about how a legal aid provider uses funds received from the LSP
- Complaint about a legal aid provider failing to follow the LSP Standards & Guidelines, failing to provide overall quality services, failing to follow ORS 9.574, or failing to follow any other law
- Complaint about the Legal Services Program

Your Name and Address

Your Name		Today's Date
Email	Phone	
Mailing Address		
City	State	Zip

Name and Location of Provider

Legal aid provider your complaint is about (check one)

- Center for Nonprofit Legal Services
- Oregon Law Center
- Legal Aid Services of Oregon

City or location of the office your complaint is about

What is your complaint?

Use the following space to outline your complaint, attaching additional pages and documents if needed.

Please be as specific yet concise as possible and remember to specify **what** your complaint is, **when** it happened, and any other factors you can think of that are relevant to your complaint.

What result do you want?

Use the following space to describe what you would like to happen to resolve your complaint, attaching additional pages if needed.