

1621 – Complaint/Grievance Procedure LSNC Senior Legal Services

General Complaints

If you have a complaint about Legal Services of Northern California (LSNC) concerning any of the following and the managing attorney for the office that served you is unable to resolve your complaint:

- The way you were personally treated,
- The way your case was handled,
- About having your case turned down, or
- About anything else,

You have a right to take your complaint to a LSNC deputy director, Julie Aguilar Rogado or Amy Williams. (See below the list of offices handled by each deputy director.) Send Ms. Aguilar Rogado or Ms. Williams a brief written statement of your complaint. LSNC staff can help you with your complaint, including typing the complaint. Your complaint will remain confidential and information about your complaint will only be shared with staff members as needed to address your complaint.

Discrimination Complaints

If you believe you were discriminated against because of race, color, creed, sex, gender identity, sexual orientation, national origin, political belief, religion, language, age, disability, or any other basis of any personal characteristic protected by law, you may file a discrimination complaint with Julie Aguilar Rogado. LSNC staff can help you with your complaint, including typing the complaint. Ms. Aguilar Rogado will respond to you in writing within 15 days.

Decisions on Complaints

The deputy director will respond to you in writing within 15 days. If you are not satisfied with the deputy director's response, you may submit your written complaint to Executive Director Gary Smith. The deputy director or executive director will tell you in writing what action is being taken. If you are not satisfied with the way your complaint is handled by the deputy director or the executive director, you may then take your complaint to the Grievance Committee of the Board of Directors of LSNC. If

you are not satisfied with the way your complaint was handled by the Board of Directors, you may then take your complaint to the local Area Agency on Aging.

If you have any questions about this procedure, please contact Ms. Aguilar Rogado, you may reach her by email at jaguilar@lsnc.net. You may reach Ms. Williams by email at awilliams@lsnc.net. You may reach Mr. Smith by email at gsmith@lsnc.net. The mailing address for Ms. Aguilar Rogado, Ms. Williams and Mr. Smith is **517-12th Street, Sacramento, California, 95814**. For help writing or typing your complaint, call LSNC's executive assistant at (916) 551-2115.

Ms. Aguilar Rogado handles complaints for the following offices:

Mother Lode Regional (Auburn)
Butte Regional (Chico)
Solano County (Vallejo)
Yolo County (Woodland)
Western States Pension Assistance Project
Expanded Access Project
Eviction Defense Project
Health Insurance Counseling and Advocacy (HICAP) offices

Ms. Williams handles complaints for the following offices:

Redwood Regional (Eureka)
Ukiah Regional (Ukiah)
Shasta Regional (Redding)
Sacramento County
Health Care Law Project

Corresponding LSC Regulation: 45 CFR §1621 et seq.
Corresponding CDA Regulation: 22 CCR 7400 (a)(2)

Date Approved by LSNC Board of Directors: June 21, 2022.