

Complaints Policy

1. Staff and students at the Community Legal Aid Clinic ("Clinic") shall make every attempt to resolve any complaint from a person provided with services by the Clinic (clients or former clients) verbally. In the event that a complaint from a person provided with services by the Clinic cannot be resolved initially, then the complaint shall be submitted in writing to the Executive Director or, if the complaint is against the Executive Director, to the Dean of the Law School and investigated according to the Clinic's procedures.

2. Complaints between the Clinic and a person affected by the services provided by the Clinic (a non-client) shall be submitted to the Executive Director or, if the complaint is against the Executive Director, to the Dean of the Law School and investigated according to the Clinic's procedures when the complaint is made in writing.

3. Complaints may include, but are not limited to the following:

- (a) denial of service to a potential client of the Clinic;
- (b) the quality of legal service provided to a client;
- (c) the scope of the Clinic's authority to utilize public funds for a particular purpose in accordance with the Regulation on clinic funding;

4. Upon receipt of a complaint, the Executive Director, or the Dean, if applicable, shall, as soon as practicable, ensure that all necessary information has been received from the complainant and shall take all necessary steps to investigate the complaint fully in a fair and impartial manner.

5. In all cases, the Executive Director, or the Dean, if applicable, shall meet with the staff member(s) involved and where considered appropriate, may obtain a written response from such staff member(s).

6. All necessary steps shall be taken to ensure that information which is confidential to any client or former client is withheld unless the person consents to its disclosure.

7. If the complaint is not satisfied at the Executive Director or Dean level, the complainant will be advised of the Legal Aid Ontario complaint policy and provided the information to contact the Vice President of Clinic Law Services at Legal Aid Ontario.

8. In order to process the complaint, the complainant must sign a release of information allowing the clinic to release the information to the Dean and Legal Aid Ontario.