

Q: Is there a way I can make a complaint?

A: Georgia Legal Services has a client grievance procedure. You can ask for a copy of GLSP's Client Grievance Procedure.

If you are turned down for service, you may talk with the local managing attorney. They will explain the next possible review.

If you want to complain about the legal or language services we provided you, we have a different procedure. First, write your complaint. If you need help with writing your complaint, ask a local office GLSP staff member for help writing your complaint. Give it to a local office GLSP staff member who will give it to the local managing attorney. Second, a local manager will meet with you to try to resolve your problem and give you a written decision. There are additional steps if you are dissatisfied with the initial response and want to continue through the Grievance Procedure.

You may also make a complaint to the State Bar of Georgia about the service an attorney gives you.

Complaints of Discrimination

We support justice and fairness. Georgia Legal Services does not discriminate in the provision of services based on age, race, color, creed, religion, national origin, gender, disability, sexual orientation, or veteran's status.

Applicants or clients who wish to file a discrimination complaint may contact the Georgia Legal Services Program Executive Director; the Criminal Justice Coordinating Council (CJCC); or the United States Department of Justice, Office for Civil Rights.

To make a make a complaint with the CJCC, go to <http://cjcc.ga.gov/> or 404-657-1956 or toll free 877-231-6590. To make a complaint with the U.S. Department of Justice, go to <https://www.ojp.gov/program/civil-rights/filing-civil-rights-complaint>.

GLSP is proud to support racial equity. GLSP also is proud to be an inclusive and welcoming LGBTQ Safe Zone.

The Georgia Legal Services Program is a nonprofit corporation whose mission is to provide civil legal services for persons with low incomes, creating equal access to justice and opportunities out of poverty.

The Georgia Legal Services Program office listed above is the office serving your area.

Georgia Legal Services Program

104 Marietta Street N.W., Suite 250

Atlanta, Georgia 30303

1-800-498-9469 toll-free

(404) 206-5175 telephone

(404) 463-1623 fax

TDD 1-800-255-0135

www.glsp.org

For new clients call:

1-833-GLSP LAW or 1-833-457-7529

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LEGAL SERVICES CORPORATION

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GEORGIA LEGAL SERVICES PROGRAM®



A GUIDE TO CLIENT SERVICES



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Georgia Legal Services Program handles civil cases. Attorneys and paralegals help clients with problems involving family violence, housing, healthcare, public benefits, family, school issues, and many more. The attorneys do not handle criminal cases.

Q: What is the Georgia Legal Services Program?

A: Georgia Legal Services Program is a law firm which serves people with low incomes. Georgia Legal Services provides free legal assistance to Georgians who live outside the five-county metro Atlanta area.

Each Georgia Legal Services office has lawyers, paralegals, and other staff who know how to help low-income people resolve their legal problems.

Q: How can I get legal assistance?

A: Call 1-833-GLSPLAW (1-833-457-7529) or online at www.glsp.org. Your local office's address and phone number is listed on the back of this brochure.

Q: Can I get help if I speak a language other than English?

A: Georgia Legal Services provides free language interpretation for applicants and clients who need it.

Q: What legal problems does Georgia Legal Services handle?

A: Georgia Legal Services handles civil (non-criminal) cases. Attorneys and paralegals help clients with problems involving family violence, housing, healthcare, public benefits, family, school issues, and many more. The attorneys do not handle criminal cases. Contact your local Georgia Legal Services office to learn about the types of cases it handles.

Many more people seek help than Georgia Legal Services can serve. Each office handles the kinds of cases that are the most important locally.

Georgia Legal Services gets advice from clients and other community members and organizations on legal needs. Georgia Legal Services then decides what types of cases it can accept. If the office cannot help you, it may be able to refer you to someone who can.

Georgia Legal Services does **not** handle criminal cases. You may be able to get a court-appointed lawyer or a public defender to help you with a criminal case.

Q: Will legal help cost me money?

A: The legal work done for you will be free, but there may be other costs. Filing your case in court or placing a legal notice in the newspaper could cost money. You may be asked to pay these costs. Your lawyers will discuss any costs with you.

Q: Is my relationship with Georgia Legal Services confidential?

A: Yes. Anything you tell your attorney or paralegal is private. To handle your case, however, your attorney or paralegal may need to tell certain facts to others. If you have questions, ask your lawyer or paralegal.

Q: How can I help my lawyer or paralegal?

A:

1. Let your lawyer or paralegal know right away if you receive any papers from the sheriff or a court.
2. Give your lawyer or paralegal all papers that have anything to do with your legal problem. This includes legal papers, contracts, letters, or other papers.
3. Tell your lawyer or paralegal all the facts about your legal problem. This helps him or her advise you about your case.
4. Tell your lawyer or paralegal if your address or telephone number changes.
5. Always call for an appointment with your lawyer or paralegal.