

# Caller Complaint Procedures

## CALLER COMPLAINT PROCEDURES

Tennessee Alliance for Legal Services (TALS) is committed to providing quality legal advice and information to people who call our free civil legal helpline, 844-HELP4TN.

Due to limits on the program, we cannot help every person who may seek our services.

You may submit a complaint if you were unable to receive civil legal helpline services or you were unsatisfied with the type or quality of legal advice or information you received.

### **Policy of Non-Discrimination**

It is the policy of Tennessee Alliance for Legal Services that no person shall be discriminated against or be denied the services of any program because of race, color, creed, national origin, disability, age, sex, sexual orientation, gender identity, political affiliation, religion, pregnancy, genetic information, military service, engagement in legally protected activity, or any other characteristic protected by law.

### **If You Submit a Complaint...**

The Managing Attorney, or other person chosen by the Executive Director, will investigate the complaint. He or she will try to resolve it and contact you by telephone.

If you disagree with the decision of a Managing Attorney, or other person chosen by the Executive Director, you can appeal that decision to the Executive Director for a final decision.

**If you want us to investigate a complaint or review a decision, contact us by email at [thughes@tals.org](mailto:thughes@tals.org).**

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