

# 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).**

Last updated on February 07, 2022.

Print

## Table of Contents

### NEWS

News & publications

[More News](#)

2 Aug 2024

Tennessee Alliance for Legal Services Seeks Part-Time Civil Legal Helpline Staff Attorney

Job SummaryAre you looking for a part-time position where you can serve clients...

[Continue Reading about Tennessee Alliance for Legal Services Seeks Part-Time Civil Legal Helpline Staff Attorney](#)

21 Mar 2022

Tennessee Alliance for Legal Services Names New Executive Director

Laura Brown, Deputy Director of Client Services at Legal Aid of Middle...

[Continue Reading about Tennessee Alliance for Legal Services Names New Executive Director](#)

7 Jan 2022

Tennessee Alliance for Legal Services Seeks New Executive Director

TENNESSEE ALLIANCE FOR LEGAL SERVICES SEEKS EXECUTIVE DIRECTOR Position...

[Continue Reading about Tennessee Alliance for Legal Services Seeks New Executive Director](#)