
KINNA-AWEYA LEGAL CLINIC POLICY MANUAL

Section: LEGAL

Policy: 3.7 PROCEDURES FOR INVESTIGATING COMPLAINTS

Status: Reviewed and Approved by the Board of Directors, November 25, 2018

3.7 PROCEDURES FOR INVESTIGATING COMPLAINTS

1. Complaints between the clinic and a person provided with services by the clinic (clients or former clients) shall be submitted to the Director of Administration of the Kinna-aweya Legal Clinic and investigated according to the clinic's procedures, whether the complaint is made orally or in writing.
2. Complaints between the clinic and a person affected by the services provided by the clinic (a non-client) shall be submitted to the Director of Administration of the Kinna-aweya Legal Clinic and shall not be investigated according to the clinic's procedures unless the complaint is made in writing.
3. Complaints may include, but are not limited to:
 - (a) denial of service to a potential client of the clinic;
 - (b) the quality of legal services 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.
 - 4.1 Upon receipt of a complaint the Director of Administration shall, as soon as practicable, ensure that all the 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;
 - 4.2 In all cases the Director of Administration shall meet with the legal staff members involved and where considered appropriate shall obtain a written response from such legal staff members;
 - 4.3 Upon completion of the Director of Administration's investigation, a written report shall be submitted to the Board of Directors of the Kinna-aweya Legal Clinic for final disposition;

- 4.4 At the request of the complainant, the Board of Directors shall meet with the complainant;
 - 4.5 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;
 - 4.6 Prior to the clinic making a final disposition of the complaint, the complainant shall be notified that the complaint will be reported in writing to the Legal Aid Ontario Complaints Department if the complainant is not satisfied with the clinic's disposition of the complaint, and, that the complainant may then request that the Legal Aid Ontario Complaints Department investigate the complaint;
 - 4.7 Upon completion of the Director of Administration's report, the complaint shall be considered by the Board of Directors of the Kinna-aweya Legal Clinic at its next regularly scheduled meeting, and the Board shall provide a decision with reasons to the complainant.
5. In relation to all complaints, the clinic may, in its discretion, request advice from staff at Legal Aid Ontario with respect to the appropriate disposition of a complaint prior to the clinic's final disposition of the complaint.