



Legal Aid Alberta

A Just Alberta – one person at a time

Client Feedback Form

We are interested in hearing what you think about our services; it helps us improve what we do.

Your feedback—complaints, compliments, and suggestions—are welcome and we take them seriously.

How Can I Give Feedback?

Complaints, compliments, and suggestions can be made by:

- Speaking to any Legal Services Centre Manager or staff member who will redirect your inquiry if they are unable to assist.
- Calling the Roster Manager at (780) 644-4971
- Completing this form and emailing it to roster@legalaid.ab.ca or mailing it to the Roster Manager at 400 Revillon Building, 10320 - 102 Avenue, Edmonton, Alberta, T5J 4A1

This form is to assist you in expressing a compliment, concern, complaint, or suggestion to Legal Aid Alberta. All information is strictly confidential.

If you feel unsure about anything or would like help to complete this form, please speak to the Roster Manager at roster@legalaid.ab.ca or (780) 644-4971.

Personal Details

Legal Aid Alberta will contact you using the information you provide below. If you are not comfortable with LAA contacting you by one of these means, please indicate that you do not want us to contact you in that form.

Name: Mr./Mrs./Miss/Ms. _____

Postal address: _____

Postal code: _____ Email: _____

Home phone #: _____ Mobile: _____

Have you lodged a complaint with Legal Aid Alberta before?

Yes The matter was resolved The matter was not resolved

No Comments: _____

Is there someone else (legal representative or support person) who you would like involved in making this complaint?

Yes No

Name of legal representative/support person: _____

Postal address: _____

Phone: _____ Email: _____

Details of the Complaint

Is the complaint related to:

Your lawyer Details: _____

Service delivery Details: _____

Facilities Details: _____

Specific incident Details: _____

Employee of the organization Details: _____

What happened?

Where did it happen?

When did it happen? (include date if possible)

Who was involved? (List all persons involved and witnesses)

If someone witnessed the incident, would they be willing to be contacted regarding your complaint? If so, provide the name and contact details. (Inform the witness that they may be contacted by Legal Aid Alberta to discuss the matter.)

Include any other relevant details below:

Have you discussed the matter with the person(s) involved?

Yes No

If yes, what was the outcome, if any? Please attach a copy (not the original) of your complaint to the respondent and any letter of reply you have received.

If no, is there any reason(s) that you cannot do so? Do you need help to do this, e.g. for safety or cultural reasons?

How would you like to see your complaint resolved? What action would you like LAA to take to resolve your complaint?

Additional information/supporting documentation

To help us resolve this matter as fast as we can, please ensure your contact details are up to date. If your details change, please let Legal Aid Alberta know as soon as you can.

NOTE: *Submitting this form by email is equivalent to a written signature.*

If you wish to mail or fax this form, please print, sign, and send it to the following:

Attention: Roster Manager
400 Revillon Building
10320 - 102 Avenue
Edmonton, AB T5J 4A1

Fax: (780) 644-7253

Signature: _____ Date: _____