



718 ARCH STREET, SUITE 300N  
PHILADELPHIA, PENNSYLVANIA 19106-1535  
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**CLIENT GRIEVANCE PROCEDURE**  
**FOR VICTIMS OF CRIME**

**IF YOU DISAGREE WITH THE DECISION BY PHILADELPHIA LEGAL ASSISTANCE NOT TO REPRESENT YOU OR YOU ARE DISSATISFIED WITH THE SERVICES RENDERED, YOU MAY APPEAL TO THE MANAGING ATTORNEY, MAUREEN OLIVES, AT 215-981-3800.**

**IF YOU ARE STILL DISPLEASED, YOU MAY APPEAL TO THE CHAIR OF THE CLIENT SERVICES COMMITTEE OF THE BOARD OF TRUSTEES OF PHILADELPHIA LEGAL ASSISTANCE, BY WRITING OR CALLING PHILADELPHIA LEGAL ASSISTANCE, 718 ARCH STREET, PHILADELPHIA, PA 19106, TELEPHONE NUMBER 215-981-3800.**

**IF YOU FURTHER DISAGREE WITH EITHER OF THE ABOVE DECISIONS, YOU MAY APPEAL TO THE GRIEVANCE COMMITTEE BY WRITING OR CALLING THE BOARD OF TRUSTEES, PHILADELPHIA LEGAL ASSISTANCE, 718 ARCH STREET, PHILADELPHIA, PA 19106, TELEPHONE NUMBER 215-981-3800.**

**YOU MAY ALSO FILE A COMPLAINT WITH THE PENNSYLVANIA COMMISSION ON CRIME AND DELINQUENCY, GRANTS MANAGEMENT, P.O. BOX 1167, HARRISBURG, PA 17108-1167, OR RA-CD-FRAUD-HOTLINE@PA.GOV.**

**YOU MAY ALSO FILE A COMPLAINT WITH THE UNITED STATES DEPARTMENT OF JUSTICE, OFFICE OF THE INSPECTOR GENERAL, INVESTIGATIONS DIVISION, ATTN: FAR CONTRACTOR REPORTING, 950 PENNSYLVANIA AVE., NW, WASHINGTON, DC, 20530, OR:**

**<https://oig.justice.gov/hotline/contact-contracts.htm>**