

UC Law SF Community Justice Clinics Client Grievance Procedure

At the Community Justice Clinic (CJC), we strive to provide professional, competent, respectful, and effective legal services. If you have concerns about your case or the way you are treated, we want to hear from you.

Step 1: Talk With Us Directly

- If you are comfortable, please raise your concern first with the person who helped you, including your student attorney(s) or their supervising faculty or staff attorney.
 - Many issues can be resolved quickly through open communication.
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Step 2: Submit a Formal Complaint

- If your concern is not resolved, you may submit a written grievance to the Associate Dean for Experiential Learning (Clinic Director). Contact information is below. If your grievance is against the Associate Dean for Experiential Learning/Clinic Director, you should submit it to the Provost and Academic Dean.
 - Your grievance should include:
 - Your name and contact information.
 - Who or what your concern is about.
 - A description of the issue.
 - Any steps you've already taken to address it.
 - You may submit your grievance by email, mail, or in person at the Clinic office on the UC Law SF campus at 333 Golden Gate Ave., San Francisco, CA 94102.
 - If a written grievance is not an option for you, you can contact the Clinic office at 415-557-7887 and ask to speak to the Associate Dean for Experiential Learning directly.
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Step 3: Review and Response

- You will receive an acknowledgment of your complaint within 5 business days of receipt.
 - The Associate Dean/Clinic Director will review your grievance, which may include speaking with you, the student attorney(s), and the supervising or staff attorney(s).
 - You will receive a written response within 15 business days.
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Step 4: Appeal (if needed)

- If you are not satisfied with the decision, you may appeal in writing to the Provost & Academic Dean of the Law School within 10 business days.
 - The Provost & Academic Dean's decision will be final.
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Important Notes

- **Confidentiality:** We will keep your grievance as private as possible. However, it is likely that we will have to disclose your identity to the person who is the subject of your grievance in order to investigate it.
 - **No Retaliation:** Filing a complaint will not affect your representation or eligibility for services.
 - **Recordkeeping:** We keep records of grievances to help us improve.
 - **Other Actions:** Nothing in this policy precludes you from filing a complaint with the California State Bar. See <https://www.calbar.ca.gov/Public/Complaints-Claims>.
 - **Procedural Exclusions:** This policy does not apply to Medical Legal Partnership for Seniors clients served through funding by the San Francisco Department of Disability and Aging Services (DAS), who are subject to a separate grievance policy. Please contact your attorney or the Clinic Director listed below to access that policy.
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Contacts

For Grievances

Associate Dean for Experiential Learning / Clinic Director

Gail Silverstein

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415-581-8920

200 McAllister St.

San Francisco, CA 94102

For Appeals from Decisions on Grievances

Provost & Academic Dean

Morris Ratner

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