

Nebraska State Bar Association Volunteer Lawyers Project Grievance Policy

The Volunteer Lawyers Project (VLP) is committed to providing high quality services to persons who apply for or receive services through VLP programs. This policy applies to individuals who received or requested services through VLP. Basis for filing a grievance:(1) You are concerned about the conduct of a VLP employee; (2) You disagree with a decision denying services; or (3) You are dissatisfied with the information or services provided.

Complaint About a VLP Employee

Contact Liz Neeley, Executive Director of the Nebraska State Bar Association at (402) 475-7091 or write Liz Neeley at Nebraska State Bar Association 635 S 14th Street, Ste. 200 Lincoln, NE 68508 or lneeley@nebar.com. Your request must include: (1) your name, address, email address, and telephone number; (2) date of contact; and (3) brief statement of the conduct that caused you to be aggrieved. The Executive Director or her/his designee will attempt to resolve your complaint based on the information you provide. You will receive a response within thirty (30) days of receipt of your complaint. The decision of the Executive Director is final.

Complaint about Services

Contact Shannon Seim, Director of the Volunteer Lawyers Project (Director) at (402)610-2324 or write Shannon Seim at Nebraska State Bar Association 635 S 14th Street, Ste. 200 Lincoln, NE 68508 or sseim@nevlp.org. Your written request must include: (1) your name, address, email address, and telephone number; (2) brief statement of the services you requested; (3) date the services were requested; and (4) reason(s) you disagree with the decision. The Director or her/his designee will attempt to resolve your complaint based on the information you provide. You will receive a response within thirty (30) days of receipt of your complaint. If you are dissatisfied with the resolution, you may request a formal review of your grievance. Refer to the Formal Review Procedures below.

Formal Review Procedures

If you disagree with the decision of the Director or her/his designee, you may submit a written request for a formal review of the decision to the Executive Director of the NSBA. Your written request must be received within thirty (30) days of the date of the response from the Director or her/his designee. Your written request must include: (1) your name, address, email address, and

telephone number; (2) brief statement of the conduct that caused you to be aggrieved; (3) reason(s) you disagree with the decision of the Director; and (4) resolution you are seeking.

Upon receipt of your written request for a formal review, the Executive Director will forward your request to the Director or her/his designee and to the Chair of the NSBA Legal Services Committee Grievance Subcommittee, consisting of three (3) members of the Legal Services Committee. The Director and Grievance Subcommittee will review your written request for a formal review and issue a joint, written decision to the Legal Services Committee. The Chair of the Legal Services Committee will issue a written decision to you within ninety (90) days of receipt of your request. The written decision of the Legal Services Committee is final.