



Client Grievance Procedure

Our goal at Philadelphia VIP is to treat all applicants for assistance and clients with respect and to provide all clients with high-quality service. If you have a concern or complaint (what we call a “grievance”) about working with a VIP staff member or volunteer attorney, we want to hear from you. This includes if you:

- do not agree with our decision not to provide you with a volunteer attorney;
- do not agree with your volunteer attorney no longer representing you;
- did not receive the type of service, advice, or representation you expected; and/or
- are not happy with the service, advice, or representation you received.

If you have a concern like this, you may tell any VIP staff member in person, by phone, or in writing (by letter or email). Please include a telephone number, email address, and/or mailing address where you can be reached. The VIP staff member will then share your grievance with her or his Supervising Attorney. The Supervising Attorney will call you to talk about your grievance. The Supervising Attorneys are:

- Denise Lynch, (215) 523-9563, dlynch@phillyvip.org (address below)
- Mike Jones, (215) 523-9561, mjones@phillyvip.org (address below)

If you are not happy with the Supervising Attorney’s response, you may call, email, or write to the Managing Attorney. The Managing Attorney will call you to hear more about your grievance and also will send you a response in writing. The Managing Attorney is:

Kelly Gastley, (215) 523-9566, kgastley@phillyvip.org (address below)

If you are not happy with the Managing Attorney’s response, you may write to the Executive Director and Board President about your grievance at the address below. Please include a telephone number, email address, and/or address where you can be reached.

VIP Executive Director and Board President
1500 John F. Kennedy Boulevard, Suite 1850
Philadelphia, PA 19102

The Executive Director and Board President will review your letter and the Managing Attorney’s written response. The Executive Director and Board President will send you a response in writing.

TEL 215.523.9550

FAX 215.564.0845

phillyvip.org

1500 John F. Kennedy Boulevard
Suite 1850
Philadelphia, PA 19102