

CDEL COMPLAINT POLICY

The Center for Disability & Elder Law (CDEL) aims to treat all people who apply for services and all clients fairly. CDEL's policy gives applicants and clients an opportunity to express a problem or complaint related to its services. Use the complaint procedure if you feel you have been treated unfairly, unprofessionally or feel that your rights have been violated.

The complaint procedure allows applicants and clients to tell CDEL about a problem and to receive a reply to your concern. CDEL will not retaliate against you for complaining.

Any time you feel that you have been treated unfairly, you may bring a complaint to our attention. Please follow these steps:

- 1.) If you have a complaint, you can first talk with a CDEL employee who may be able to address your concerns. You can always jump to step three to file a written complaint if you do not want to start by speaking to a CDEL employee.
- 2.) If you were denied service and want to understand why, you can call CDEL and ask to speak to the Supervising Attorney or Legal Director. If speaking to the Supervising Attorney or Legal Director does not provide you with an answer, you may proceed to step three.
- 3.) You can always file a written complaint using the form on the next page. CDEL will review your complaint and reply to you in writing as quickly as it can, but no later than 60 days after your complaint is received.
- 4.) If you live in suburban Cook County and are over the age of 60 you can also file a complaint with AgeOptions by calling 708-383-0258.

Center for Disability & Elder Law Complaint Form

Name	
Address	
Email	Phone:
Describe Your Complaint	
Date	
Signature	

Please mail the form to:

Center for Disability & Elder Law
ATTN: Executive Director
205 W. Randolph, Suite 1610
Chicago, IL 60606