**Client Feedback Form**

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Can we tell the attorney your name?

Yes

No

Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Feedback \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**The Washington State Office of Civil Legal Aid**

**Children’s Representation Program**

**Summary of CRP’s Feedback Procedure**

The Office of Civil Legal Aid (OCLA) is the agency that contracted with the attorney who represented you in your dependency case. We hope your attorney was able to help you. Your attorney’s job was to listen to you, understand your situation and your goals, take direction from you and try to achieve your goals. We cannot guarantee that the judge will agree with your goals or that you will get the results you wanted in your case.

If you were not happy with your attorney, we have a complaint procedure. The complaint procedure is a way to make sure that our contract attorneys provide the best representation possible for their clients.

**Feedback Procedure**

1. If you are unhappy with the representation you received, you can make a complaint using the attached form. We can also give you help in completing this form.
2. Unless there is a good reason for delay, you will receive a written response to your complaint within twenty (20) business days from receiving it. A business day is Monday through Friday, not counting holidays. The Children’s Representation Program Manager may also call you to learn more about your issue or provide a response to your complaint.
3. Can we share your feedback in future OCLA reports without disclosing your name or other identifying information?

Yes

No

If you have any questions about the feedback procedure or need help completing the forms or sharing your concerns, please contact Bailey Zydek at [bailey.zydek@ocla.wa.gov](mailto:bailey.zydek@ocla.wa.gov) or 360-338-5619