



# EVICTION DEFENSE COLLABORATIVE

## Complaint Procedure

The Eviction Defense Collaborative strives to provide excellent services and welcomes all feedback. In the event you would like to leave a comment or discuss a concern please do so with the individual providing you services. If you are not satisfied with the results of that discussion then you have the right

1. Ask to speak to the individual's supervisor or more senior staff member should the supervisor not be available at that time. If you are not satisfied with the results of that discussion or action, then you have the right to
2. Report the concern to the Program Manager:
  - a. If you are receiving legal services help with an eviction matter: the EDC Deputy Director of Litigation & Policy (Ryan D. Murphy at [ryanm@evictiondefense.org](mailto:ryanm@evictiondefense.org)) and/or Director of Litigation & Policy (Ora Prochovnick at [orap@evictiondefense.org](mailto:orap@evictiondefense.org)).
  - b. If you are receiving rental assistance help: RADCo Program Manager (Amy Price at [amyp@evictiondefense.org](mailto:amyp@evictiondefense.org)).
  - c. If you are receiving assistance with shelter services: Shelter Client Advocate Program Interim Directing Attorney (Mairi McKeever at [mairim@evictiondefense.org](mailto:mairim@evictiondefense.org)).

If you are not satisfied with the action that follows then you have the right to

3. Report the concern in writing to the Executive Director (Martina Cucullu Lim). Written complaints may be addressed to: Eviction Defense Collaborative Executive Director, 1338 Mission St. 4th Floor, San Francisco, CA 94103. If you are not satisfied with the action that follows, then you have the right to
4. Report the complaint to the Board President. Written complaints may be addressed to: Eviction Defense Collaborative President of the Board, Client Complaints, 1338 Mission St. 4th Floor, San Francisco, CA 94103.

If you do not understand these procedures please contact Marilyn Martinez at (415) 592-5752.