

### Complaint Policy & Procedure

The Eviction Defense Collaborative (EDC) 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 Supervising Litigation Attorney (Ryan D. Murphy at [ryanm@evictiondefense.org](mailto:ryanm@evictiondefense.org)) and/or Director of Litigation & Policy (Ora Prochovnik at [orap@evictiondefense.org](mailto:orap@evictiondefense.org)).
  - b. If you are receiving rental assistance help: RADCo Program Manager (Laura Hernandez at [laurah@evictiondefense.org](mailto:laurah@evictiondefense.org)).
  - c. If you are receiving assistance with shelter services: Shelter Client Advocate Program Directing Attorney (Tyler Rougeau at [tylerr@evictiondefense.org](mailto:tylerr@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, 972 mission Street, 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, 972 Mission Street, San Francisco, CA 94103.

***Please note: Complaints also may be orally submitted by phone at (415) 592-5752, and then summarized by staff in writing and retained.***

This information is readily available on the EDC website. Clients are informed of this policy and procedure at intake. Clients or other interested parties are also able to access complaint policy/procedures upon request. All complaints submitted will be responded to within 5 business days with instructions for how to submit an appeal if so desired.

If you do not understand these procedures please contact Melanie Harris at (415) 659-9792