



### CLIENT COMPLAINT PROCEDURE

To persons receiving services from the Eviction Defense Collaborative (EDC):

If you have a complaint about EDC, please follow these procedures:

1. Discuss the complaint with the attorney, advocate or coordinator handling your case. If you are not comfortable discussing the complaint directly with them, or if you are not satisfied with the results of that discussion, then you have the right to report and discuss the complaint with the relevant program staff:
  - a. For Eviction Legal Defense Services:
    - i. Clinic Supervisor, Morgan Wakefield, [morganw@evictiondefense.org](mailto:morganw@evictiondefense.org);
    - ii. And/or Director of Litigation and Policy, Ora Prochovnick, [orap@evictiondefense.org](mailto:orap@evictiondefense.org).
  - b. For Rental Assistance Services via RADCo:  
RADCo Program Director, Laura Hernandez, [laurah@evictiondefense.org](mailto:laurah@evictiondefense.org)
  - c. For DAS Subsidy Services via RADCo:  
RADCo Program Director, Laura Hernandez, [laurah@evictiondefense.org](mailto:laurah@evictiondefense.org)  
You may also call the DAS grievance phone line 415-355-3666
  - d. For Shelter Client Advocacy Services:  
Program Director, Dylan Morse, [dylanm@evictiondefense.org](mailto:dylanm@evictiondefense.org)

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

2. Report the complaint to the Interim Executive Director, Mairi McKeever at [mairim@evictiondefense.org](mailto:mairim@evictiondefense.org). Written complaints may be addressed to Eviction Defense Collaborative, Executive Director, 976 Mission Street, San Francisco, CA 94103.

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

3. Report the complaint to the EDC Board of Directors. Written complaints may be addressed to Eviction Defense Collaborative Board of Directors, Client Complaints, 976 Mission Street, San Francisco, CA 94103.

