

## LAND OF LINCOLN OFFICES

### Legal Advice and Referral Center

8787 State Street, Suite 202,  
East St. Louis, IL 62203  
(618) 394-7300; (877) 342-7891 Toll Free  
Serving residents in all 65 counties.

### Alton Office

413 East Broadway  
Alton, IL 62002  
(618) 462-0029 (800) 642-5570  
Adams, Bond, Brown, Calhoun, Greene, Hancock, Jersey,  
Macoupin, Madison, Montgomery, Pike, and Schuyler  
Counties.

### Carbondale Office

Old National Bank Building, Third Floor  
509 South University Avenue  
Carbondale, IL 62901  
(618) 457-7800 (800) 642-5335  
Alexander, Clay, Edwards, Franklin, Gallatin, Hamilton,  
Hardin, Jackson, Jefferson, Johnson, Lawrence, Marion,  
Massac, Perry, Pope, Pulaski, Richland, Saline, Union,  
Wabash, Wayne, White and Williamson Counties.

### Mt. Vernon Office (satellite office)

1004 Main Street,  
Mt. Vernon, IL 62864

### Champaign Office

302 N. First Street  
Champaign, IL 61820  
(217) 356-1351 (800) 747-5523  
Champaign, Clark, Coles, Crawford, Cumberland,  
DeWitt, Douglas, Edgar, Effingham, Ford, Jasper, Mcoul-  
trie, Piatt, and Vermilion Counties.

### Charleston Office (satellite office)

415 18<sup>th</sup> Street, Suite 100,  
Charleston, IL 61920

### East St. Louis Office

8787 State Street, Suite 101  
East St. Louis, IL 62203  
(618) 398-0958  
Clinton, Fayette, Monroe, Randolph, St. Clair, and  
Washington Counties.

### Springfield Office

Illinois Realtors Building,  
3180 Adloff Lane, Suite 201  
Springfield, IL 62703  
(217) 529-8400 (800) 252-8629  
Cass, Christian, Logan, Macon, Mason, Menard, Morgan,  
Sangamon, Scott and Shelby Counties.


### Decatur Office (satellite office)

132 South Water Suite 628, Decatur, IL

## For Free Legal Information

Visit

[www.illinoislegalaid.org](http://www.illinoislegalaid.org)

 Illinois Legal Aid

This website provides Illinois resi-  
dents with:

- Easy to use information about your legal rights and responsibilities
- Quick referrals to free and low cost legal aid offices
- Easy to use interactive forms
- Self-help instructions for common legal problems
- Legal information in Spanish
- Informative Videos

  
LAND OF LINCOLN  
LEGAL ASSISTANCE FOUNDATION, INCORPORATED

**If you have a  
complaint  
about our  
services or a  
denial of  
services...**

  
ILSC

  
United Way  
A United Way  
Certified Agency

**IF YOU HAVE A COMPLAINT  
ABOUT OUR SERVICES OR  
A DENIAL OF SERVICES**



**STEP 1**

Ask for a copy of our complaint form from the office that served you or denied services. You can also obtain the complaint form on our website, [www.lollaf.org](http://www.lollaf.org). You should make your complaint within ten (10) days of the occurrence giving rise to your complaint. The Managing Attorney will review your complaint and attempt to resolve it.

**STEP 2**

If you are not satisfied with the Managing Attorney's response, you may have your complaint reviewed by the Executive Director by writing the Executive Director's Office within five (5) business days after the Managing Attorney's decision at:

**Executive Director**  
**Land of Lincoln Legal**  
**Assistance Foundation**  
8787 State Street, Suite 201  
East St. Louis, IL 62203  
Phone: (618) 398-0574

The Executive Director will attempt to resolve the complaint. If you have been denied service, a response will be made as promptly as possible.

**STEP 3**

If your complaint is about the legal assistance you received and you do not agree with the decision of the Executive Director, you may appeal the decision to a Grievance Committee of the Board of Directors by notifying the Executive Director in writing within ten (10) business days of the mailing date of the Executive Director's decision. Additional information about appeals to the Board of Directors is provided in the Client Grievance Policy that is on our website at [www.lollaf.org](http://www.lollaf.org) or available at the local Land of Lincoln office. If you wish to submit a written statement, someone in the local office will assist you.

Your appeal will be considered by a Client Grievance Committee of the Board of Directors who will either decide to dismiss the appeal or make a decision after providing an opportunity to present your complaint. No person will be penalized with respect to participation in the Land of Lincoln program for filing a complaint under this procedure.

**Finding A Lawyer**

If Land of Lincoln is unable to assist you, another source of legal assistance is the **IllinoisLawyerFinder** Phone Service. Call [217-525-5297](tel:217-525-5297) or (toll free) [1-800-922-8757](tel:1-800-922-8757) and provide the referral clerk with a brief description of your legal need. You will then be referred to a lawyer in your community that might be able to assist you.

You will then contact the referred lawyer who has agreed to provide a half-hour consultation for a fee not to exceed \$15. Be sure you tell the lawyer that you were referred by the IllinoisLawyerFinder phone service to receive the reduced consultation fee. You are under no obligation to hire the lawyer and the lawyer is not required to represent you. If you chose to make another appointment, be sure to discuss the fee for further services.

All of the lawyers who participate in IllinoisLawyerFinder are registered in the State of Illinois and carry professional liability insurance. Lawyers who speak Spanish and a few other languages are available through the program.