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## 45 C.F.R. § 1621.4

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### Complaints by clients about manner or quality of legal assistance.

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- (a) A recipient shall establish procedures for the review of complaints by clients about the manner or quality of legal assistance that has been rendered by the recipient to the client.
- (b) The procedures shall be designed to foster effective communications between the recipient and the complaining client and, at a minimum, provide:
- (1) A method for providing a client, at the time the person is accepted as a client or as soon thereafter as is practical, with adequate notice of the complaint procedures and how to make a complaint;

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