



### **Client Complaint Procedure**

Build Up Justice NYC ("BUJNYC") welcomes client feedback and takes complaints seriously. If you feel you have been treated unfairly as a client, you are entitled to protest the policies or actions that you believe have affected you unjustly.

You may send a written complaint to: Chief Legal Officer, Build Up Justice NYC, 260 Broadway, Suite 2, Brooklyn, NY 11211 or [client\\_complaint@buj.org](mailto:client_complaint@buj.org). You can make an oral complaint by calling the Chief Legal Officer at (718) 487-2300.

### **Client Rights**

If you file a complaint, you have the following rights:

- To discuss the complaint with those who will be making the decision regarding the complaint.
- Not to be denied service or otherwise retaliated against because you filed the complaint.
- To have your identity kept confidential to the extent possible while allowing for an investigation.
- To take other avenues or redress provided by law even though you have used this complaint procedure.
- To choose to have an advocate present for any meetings with the BUJNYC. This other person, who might be a family member or formal advocate, must be provided at your own expense to the extent they are a paid advocate. Staff members of BUJNYC may not act as your advocate in any way.
- Any pending complaints will not impact BUJNYC's representation of your case provided there are no conflicts or other bars to representation.

### **How to File a Complaint**

1. We encourage that your initial complaint should be made to the direct supervisor of the staff member you are complaining about or the program director of the program assisting you. Please note this is optional but encouraged as this may address your complaint and resolve it expeditiously.

**Jessica A. Rose Esq.**  
Executive Director

**Thomas McC. Souther, Esq.**  
Board Chair

**Mailing Address** 260 Broadway, Suite 2, Brooklyn NY 11211  [info@buj.org](mailto:info@buj.org)  (718) 487-2300

**[www.buj.org](http://www.buj.org)**

2. If your complaint is not resolved to your satisfaction at this level within seven days, you may register your complaint either orally or by sending the complaint in writing (mailed letter or email) to:

Build Up Justice NYC  
Attn: Chief Legal Officer  
260 Broadway, Suite 2  
Brooklyn, NY 11211  
Email: [client\\_complaint@buj.org](mailto:client_complaint@buj.org)

Note: If your complaint is made orally, you may request at that time that the Chief Legal Officer summarize your concerns in writing and provide a copy of that summary to you. Complaints, whether written or oral, should contain the following minimum details and/or documentation:

- A. Your name, address, phone number and email address;
- B. A brief description of your complaint;
- C. The BUJNYC staff member(s) involved in the complaint;
- D. The date(s) when the action or inaction occurred;
- E. Any upcoming relevant court dates or other deadlines concerning your case;
- F. Copies of any relevant communications (emails, texts, letters, etc.) regarding the subject of your complaint; and
- G. If you do not have any of the above readily available, you can still file a complaint with the Chief Legal Officer.

2. The Chief Legal Officer will conduct a reasonable investigation into your complaint and will facilitate a mutually acceptable resolution, if possible. Resolution efforts may include acting as a liaison between you and the BUJNYC staff member(s) involved in your complaint. The Chief Legal Officer shall act as a neutral party when conducting these discussions.

3. If your complaint is not resolved to your satisfaction at this level within 30 days, or if your complaint concerns the Chief Legal Officer, you may request a review of your complaint with BUJNYC's Executive Director by mail or email at:

Build Up Justice NYC  
Attn: Executive Director  
260 Broadway, Suite 2  
Brooklyn, NY 11211  
Email: [client\\_complaint@buj.org](mailto:client_complaint@buj.org)

4. Within 60 days of receiving the complaint, BUJNYC's Chief Legal Officer will notify you in writing the complaint resolution that will include a summary of the actions taken and resolution.

**Note:** regarding Domestic Violence Program (Victims of Crime Act). Clients for the Domestic Violence program may also pursue any grievances under this or related policies with the following:

New York State Office of Victim Services  
80 South Swan St, 2<sup>nd</sup> Floor  
Albany, NY 12210  
(800) 247-8035 or (518) 485-2763  
[www.ovs.ny.gov](http://www.ovs.ny.gov)

Office for Civil Rights  
999 N. Capitol St., NE  
Washington, DC 20531  
(202) 307-0690  
<https://www.ojp.gov/program/civil-rights-office/about>