

## **CONSUMER GRIEVANCE**

### **AIDS Law Project of Pennsylvania Consumer Grievance Policy**

If you have a concern or complaint about the services of the AIDS Law Project of Pennsylvania, you may speak to the Managing Attorney.

An incident report will be completed detailing your concern's concerns and the attempts to resolve them. The report will be forwarded to the Executive Director. A copy of the report is also sent to the staff person involved in the complaint for review and documentation.

If your complaint cannot be resolved at the first level, or if you prefer not to speak with the Managing Attorney, you may speak directly with the Executive Director. All conversations and any resolution involving the ED will be added to the incident report.

At each stage of the complaint process, you may wish to contact:  
Division of HIV Health (DHH)  
1101 Market St., 9th floor  
Philadelphia, PA 19107  
(215) 685-5600

This written consumer grievance process is available upon request.

(6/30/25)