



# Feedback and Concerns

## Feedback

The Saskatchewan Legal Aid Commission encourages feedback and comments from people who deal with us or who are our clients. Your comments, positive and negative, allow us to maintain our goal of providing quality legal assistance.

## Concerns about Lawyers and Staff

The Saskatchewan Legal Aid Commission investigates concerns regarding lawyers and staff employed by the Commission and about lawyers who are retained by the Commission to represent individuals. To give feedback or to express concerns, first speak to the Legal Director of the Area Office. Following that discussion, you may still submit it in writing to the Legal Aid Commission for review and follow-up.

## Concerns about legal aid clients

The Saskatchewan Legal Aid Commission investigates all concerns about people who are receiving legal aid. If you believe that you know someone who is not entitled to receive legal aid, please submit your concerns in writing to the Legal Aid Commission. The Saskatchewan Legal Aid Commission takes each complaint very seriously and conducts a thorough investigation to determine its validity. However, due to confidentiality regulations, the Legal Aid Commission is not able to report the results of that investigation to the person making the concern known to the Commission.

## How to give feedback or make a concern known

Please do so in writing to:

Chief Executive Officer,  
**Saskatchewan Legal Aid Commission**  
**Central Office**, #502-201 21<sup>st</sup> Street East  
SASKATOON SK S7K 2H6  
Phone (306) 933-5303 (Saskatoon) or Toll-free 1-800-667-3764 or  
E-mail: [central@legalaid.gov.sk.ca](mailto:central@legalaid.gov.sk.ca).

Web site: [www.legalaid.sk.ca](http://www.legalaid.sk.ca)

Or by e-mail to:

- for feedback or concerns about lawyers or staff: [central@legalaid.gov.sk.ca](mailto:central@legalaid.gov.sk.ca)
- for concerns about someone improperly receiving legal aid: [central@legalaid.gov.sk.ca](mailto:central@legalaid.gov.sk.ca)