

**PHILADELPHIA BAR ASSOCIATION
LAWYER REFERRAL AND INFORMATION SERVICE
NON-DISCRIMINATION AND ANTI-HARASSMENT POLICY
AND COMPLAINT PROCEDURE**

Lawyers who interact with the public through the Philadelphia Bar Association's ("PBA") Lawyer Referral and Information Service ("LRIS") play a vital role in communicating with community stakeholders and ensuring that callers are aware of basic information regarding legal services in Philadelphia. In order to ensure best practices during these communications, the PBA has established this complaint procedure so that a caller to LRIS can formally report any communication with an LRIS staff member that he or she believes constitutes unlawful conduct, including discrimination and harassment.

Discrimination and harassment are not only illegal but run contrary to the PBA's core mission of serving the legal profession and the public by promoting justice, professional excellence and respect for the rule of law. The PBA is committed to providing all those who interact with LRIS with a respectful experience free of any unlawful conduct, and encourages the prompt reporting of complaints or concerns so that the situation can be handled appropriately.

Any complaints of discrimination or harassment should be directed to Charles J. Klitsch, Director of Public Legal Services at (215) 238-6326 or by e-mail at cklitsch@philabar.org. If Mr. Klitsch is unavailable, or if he is the subject of the complaint, please contact Harvey L. Hurdle, Jr., Executive Director, at (215) 238-6346 or by e-mail at hhurdle@philabar.org. When submitting any such complaint, the caller should provide all known relevant details including: their name, the date of the call, a description of what happened and the service sought from the LRIS, and the name and contact information of the staff member that they spoke to. The caller may be requested to submit his or her complaint in writing.

All concerns raised regarding LRIS staff members will be reviewed and appropriate action will be taken as needed. This process may vary from case to case, but may include interviews of the involved parties and the review of relevant information or records. The PBA will take appropriate corrective action when warranted.

Any complaint of harassment or discrimination must be based on a good faith belief that harassment or discrimination has occurred. Any form of retaliation against an individual who exercises his or her right to make a complaint under this policy is strictly prohibited.