

Draft language for follow up response letters.

1) Where client unsuccessfully referred to private bar:

Dear :

Our office recently contacted you regarding your experiences with the Georgia Senior Legal Hotline. As part of that conversation, you indicated that you have not been able to successfully resolve your problem or concern. As part of our service, hotline staff made a legal assessment of your situation. At that time it was determined that your situation required more in depth services than our hotline could provide and that there were no appropriate low-cost or free legal programs available for your type of case. As a result, part of our service included a referral to the private bar.

Unfortunately, when we make referrals to members of the private bar, we cannot guarantee that a local office will accept your case or handle it at low or no cost to you. If you are still concerned about your problem, we encourage you to continue to try and find assistance. You may obtain additional referrals by contacting the State Bar of Georgia. They can link you with a local bar association that may have additional resources. The State Bar has a toll free number: 800 334 6865.

Please be aware that there are time limits for pursuing an action in court and if you do not file or answer a suit within those time frames, you may lose your rights in the case. We are sorry that we were not able to successfully resolve your problem this time but we invite you to call us in the future should you have additional questions or concerns.

2) Where we review case and we can't think of any additional action that might benefit client:

Dear :

Our office recently contacted you regarding your experiences with the Georgia Senior Legal Hotline. As part of that conversation, you indicated that you have not been able to successfully resolve your problem or concern. As part of our service, hotline staff made a legal assessment of your situation and gave you some advice on how your concern might be resolved. At that time it was determined that there was either no appropriate legal resolution or that your situation required more in depth services than our hotline could provide. If your problem required more in depth assistance than we could provide, we also determined that there were no appropriate low-cost or free legal programs available for your type of case.

At your request, we have reviewed the file to determine whether there are any additional actions that might be taken to assist you to reach a resolution. Unfortunately, this review did not yield any options we have not already discussed or presented to you.

Because we are a telephone hotline, we are not always able to resolve every concern presented. We do the best we can to provide legal advice, brief services, self-help information and referrals to our callers. We are sorry that we were not able to resolve your problem but we hope that you will contact us in the future if we can be of assistance in the future.