



Veterans Legal Services helps Massachusetts veterans overcome adversity by providing free civil legal aid that honors their service, promotes well-being, and responds to their distinctive needs.

A Notice to Veterans about Protections

Because this program is supported in whole or in part by financial assistance from the federal government, we are required by 38 C.F.R. part 50 to let you know that:

- We will not discriminate against you based on religion, a religious belief, a refusal to hold a religious belief, or a refusal to attend or participate in a religious practice. (Please note that VLS does not have any religious affiliation or engage in religious activities)
- We will not require you to attend or participate in any explicitly religious activities including activities that involve overt religious content such as worship, religious instruction, or proselytization.
- You may report violations of these protections, including any denials of services or benefits by an organization, by contacting or filing a written complaint with the grant program office at LSVGrants@va.gov.

VA Disclaimer

To make its services easy to access, VLS provides services in collaboration with community partner organizations, including the Department of Veterans Affairs (VA). VLS team members and volunteers are not VA employees. VA rules require that VLS inform you that “the Department of Veterans Affairs (VA) assumes no responsibility for the professional ability or integrity of the organizations whose names appear on this [medical-legal partnership] list . This referral does not constitute an endorsement or recommendation by VA,” and that VLS is prohibited from providing legal assistance in any cause of action or proceeding in which the VA Healthcare System is an adverse party.

VLS policies and the Rules of Professional Conduct for attorneys also prevent VLS from providing legal assistance in any matter against VLS's community partner sites.

VLS Complaint Procedure

If you are dissatisfied with the services provided by a VLS team member or volunteer you should first bring your complaint directly to that individual. If, after discussing your complaint, you are still dissatisfied, you may contact managing attorney Cindy Palmquist, at feedback@veteranslegalservices.org.