

## **Client Rights & Grievance Procedures**



1. The client has the right to be treated with dignity and respect guaranteed to all citizens.
2. The client has the right to refuse services and to be informed of any consequences of his/her action.
3. The client has the right to privacy and confidentiality.
4. The client has the right that all information be treated as confidential. There are some exceptions to confidentiality including but not limited to: Danger to self or others, suspected child abuse or neglect, consent to release records, legal guardian access to records, and/or Court order.
5. The client has the right to give informed consent prior to starting any services.
6. The client has the right to have an explanation of the program in which they are being enrolled. This includes expectations of the psychologist and/or treating therapist, hours when services are available, cost of service, and terms of discontinuation of services.
7. The client has the right to be advised if the agency proposes to engage in any research projects affecting his/ her care. The client has the right to refuse to participate in such research projects.
8. The client has the right to file a grievance. Procedures are as follows: (a) immediately discuss complaint or grievance with the staff member that provides you with service; (b) if resolution does not occur to your satisfaction or if you would prefer not to speak to this person, talk to Sun W. Vega, Executive Director or put your grievance in writing, sign, and date, and submit; (c) all written grievances shall be formally reviewed by the Clinical Director and Executive Director, with a non-involved person investigating any grievances involving the those persons; (d) a timely written response shall follow to all concerned parties. Services shall continue as planned during grievance process.
9. The client has the right to access their records in accordance with Agency policy and acceptable mental health practices.
10. The client has the right to insert a statement into their records regarding needs or concerns regarding service.
11. The client has the right to have any incident reported to the proper authorities, reviewed, and acted upon if necessary.
12. The client has the right to receive adequate and appropriate medical care.
13. The client has the right to receive appropriate adult guidance and supervision.
14. The client has the right to the best therapeutic care available to TeamBuilders.
15. The client has the right to advocacy related to improving social conditions and developing resources beneficial to their lives.