Client Bill of Rights

We pledge that our clients have the right:

- **To prompt counseling services for managing money based on their financial situation;**
- **To treatment with dignity and respect;**
- To be actively involved in the comprehensive assessment of their financial situation including an appropriate action plan;
- **To express dissatisfaction through a Complaint Resolution Process;**
- **To discontinue their relationship with our agency at any time;**
- **To ask questions and to have concerns addressed.**

Complaint Resolution Process

We are committed to providing you with high quality professional services. However, if you are not satisfied with the services provided or if you want to make a complaint, we ask that you follow these guidelines.

Step One: Try to resolve the issue with the staff member involved giving him or her specific information about your complaint.

Step Two: If Step One is not possible or the issue is not resolved to your satisfaction, write or call the Chief Operating Officer at 1-800-383-0217.

Step Three: Agency may request a meeting with you (telephone or in-person) or seek more information from a staff person. The agency will respond within 15 days.

Step Four: If your issue is still unresolved, you may appeal directly to the Executive Director. After additional fact finding, this individual will provide a concluding decision to you within 15 days.

Non-Discrimination Policy

Our agency services all members of the community. We do not engage in the practices of discrimination in the selection and participation of clients in our programs or services with respect to race, religion, color, gender, national origin, or disability.