

## **Client Bill of Rights**

### **We pledge that our clients have the right:**

- To prompt counseling services managing money based in their financial situation;
- To treatment with dignity and respect;
- To be actively involved in a comprehensive assessment of their financial situation including an approximate 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 addresses,

## **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:** Request a meeting with the staff person who was or is providing you services to discuss your concerns. Please do this within ten (10) business days of the incident. The staff person will respond within writing at the conclusion of the interview.

**Step two:** If you are not satisfied with the results of the discussion, you may document your concerns in a written statement. This statement should provide the date or dates of the incident of concern, the individuals involved, a description of the event, the location where it occurred, your opinion about how the matter should have been handled and what action might be taken to satisfactorily address your concerns. Please submit your written statement within ten (ten) business days of your discussion with the staff person to the President.

**Step three:** Our preference is for you to talk to the staff person first; but if necessary you may schedule an interview with the President by calling our office at 260-432-8200 or 800-432-0420. The President will provide you with a written response at the conclusion of the interview.

The Executive Committee of the Board of Directors reviews the resolution of all appeals. Information regarding your appeal will be presented in a non-identifying manner. Confidentiality will be maintained in all circumstances regarding your appeal and the results of the appeal. A copy of the final determination will be maintained on file with the Agency, and shall apply to all clients served by Consumer Credit Counseling Service of Northeastern Indiana.

## **Non-Discrimination Policy**

**We serve all members of the community without regard to social/economic status, sex, racial or religious affiliation.**