



CLIENT RIGHTS POLICY

As The Family Place’s client or as a person seeking Family Place services, it is your right to be treated with fairness and dignity:

You have the right to:

- **Self-determination.** This means we are here to help and assist you in obtaining your goals. It is ultimately your choice what goals to set and how you will achieve them.
- **Freedom from discrimination** no matter your culture, social economic status, gender, sexual orientation, religious beliefs, and any other identifying factor.
- **Personal information to be kept confidential** and to be informed of the conditions in which your information is not confidential, i.e., when required by state law or when your permission is given.
- **Know the reason for involuntary termination** of services and the criteria for readmission. Reasons may include, but are not limited to, potential harm to clients, staff, or others.
- **Being informed of The Family Place grievance procedures.** A grievance may result from denial of services, exclusion from a program, or inadequacies or inequities in the programs and services provided.

As a client or individual seeking services it is your responsibility is to:

- Complete and sign the appropriate paperwork for the services you receive or have made application to receive.
- Follow the outlined rules of conduct for the services received (you can request a copy from the person providing your services).
- Refrain from bringing firearms, knives or other weapons and/or harmful substances into The Family Place locations or to activities sponsored by The Family Place.
- Comply with the Utah Clean Air Act.

GRIEVANCE PROCEDURE

If you believe you have been discriminated against, or if you disagree with the action, person, service or decision of The Family Place, you have the right to request a meeting (either by telephone or in person) with The Family Place staff your complaint is against and their supervisor. This conference must be requested within one week (7 calendar days) of the incident. Every effort will be made at this conference to remedy your dissatisfaction or to communicate The Family Place policy and/or procedures for the actions that have caused concern. If you would like to request a conference, please speak to The Family Place staff so that a meeting can be scheduled.

If you are not satisfied with the results of the conference, you have the right to appeal. The appeal will be heard by the program’s coordinator and The Family Place Executive Director. Your appeal must be made in writing to The Family Place, ATT: Executive Director within 2 weeks (14 calendar days) of the original conference meeting date.

It is your right to appeal. It is The Family Place’s policy to not retaliate or in any way negatively affect a client’s ability to receive services if they have filed a grievance or an appeal.

For State of Utah programs you have the right contact the funding agency in writing if The Family Place denies your grievance, or you are not satisfied, or The Family Place fails to respond in a timely manner.

Acknowledgement:

I hereby acknowledge I am a client of The Family Place, or have made application or expressed intent to receive The Family Place’s services. I acknowledge having received or having had explained to me The Family Place Client’s Rights Policy and Grievance Procedure.

Signature

Date of Birth

Date