



## **Customer Rights**

All customers receiving services from Community Relations- Social Development Commission (SDC) have the following rights as explained below. If you have any questions please see an SDC staff member.

SDC staff respects you and we ask you to show the same respect to us. SDC staff will not tolerate rude or abusive behavior.

### **Personal Civil Rights**

- You have the right to be treated fairly and to not be discriminated against based on race, national origin, gender, age, religion, disability, or sexual orientation.
- You have the right to be treated with dignity and respect. At no time will you be subject to any form of abuse including, but not limited to, physical abuse or punishment, psychological abuse, retaliation, humiliation, neglect, and financial or other exploitation.
- You have the right to reasonable accommodation if you have a disability and feel you need accommodation to access program services.

### **Program Service Rights**

- You have the right to have SDC staff make fair and reasonable decisions including service and benefit decisions.
- You have the right to be provided timely and quality services for which you are eligible.
- You have the right to participate in all service decisions.
- You have the right to know the name of anyone working with you.
- You have the right to make your own decisions and set your own goals.
- You have the right to receive assistance in making decisions and setting goals.
- You have the right to be informed of any costs of services and have any costs explained to you.
- You have the right to refuse services or and the right to be informed of the consequences resulting from a refusal of such services.
- You have the right to refuse participation in any survey or research conducted at SDC.
- You have the right to terminate services at any time.
- You have the right to confidentiality. SDC respects the confidentiality of your personal information and the services you receive.



## Language Rights

SDC is committed to providing equal opportunity in all programs and services to ensure full compliance with all civil rights laws including persons with Limited English Proficiency (LEP). It is the policy of SDC to provide language access services to populations of persons with LEP.

You have the right to ask for oral and/or written translation into a language other than English whenever you access programs and services. You have the right to qualified interpreter service at no cost to you.

## Complaint Rights

If you believe that either your personal civil rights or your program service rights have been violated, you have the right to file a complaint without fear of interference or retaliation. If you file a complaint with SDC, you have a right to a written response.

- Before, or in lieu of, filing a written complaint, you may discuss your concerns with a member of SDC's Quality Assurance Team who will, through mediation, conflict resolution, or other process attempt to resolve the concerns
- If appropriate, you may report improper conduct of an SDC employee by using the "Complaint" form.
- After completing the form, the form will be given to the Equal Opportunity Coordinator or to any State or Federal entities listed on the grievance contact list.
- You may also file a complaint with any of the offices listed under "Complaint Resolution Contacts". Upon request, the Equal Opportunity Coordinator will assist you.