



Credit Counseling Service
Main Office: 1900 Fairgrove Ave (Rt.4)
Hamilton, Ohio 45011
(513) 868-3210 Hamilton
(513) 424-6888 Middletown
(513) 886-9220 Mason

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 a 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 service provided, or if you want to make a complaint, then 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: Write or call the Director of Credit Counseling, if Step One is not possible or the issue is not resolved to your satisfaction.

STEP THREE: Anticipate a possible meeting. The agency may request a meeting with you or seek more information from a staff person.

STEP FOUR: Appeal in writing directly to the Client Rights Officer of the agency, if your issue is still unresolved. After additional fact finding, this individual (the CRO) will provide a decision to you.

NON-DISCRIMINATION POLICY

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

Client Signature

Date

Client Signature

Date