

Know Your Rights

Your responsibilities:

- If you have signed a Fee Agreement, you are responsible for payment of your bill.
- You are responsible for making and keeping appointments, and for notifying the agency when you must be absent for a scheduled session.
- You are responsible for following the agency rules explained to you.

Our child welfare, counseling, and shelter programs are accredited by **CARF** International, assuring the more than 2,500 businesses, individuals, and organizations who contributed to our work last year of our commitment to clinical, administrative, and fiscal excellence.

Candid has awarded CFS the highest level of organizational transparency, showing our commitment to integrity and accountability.

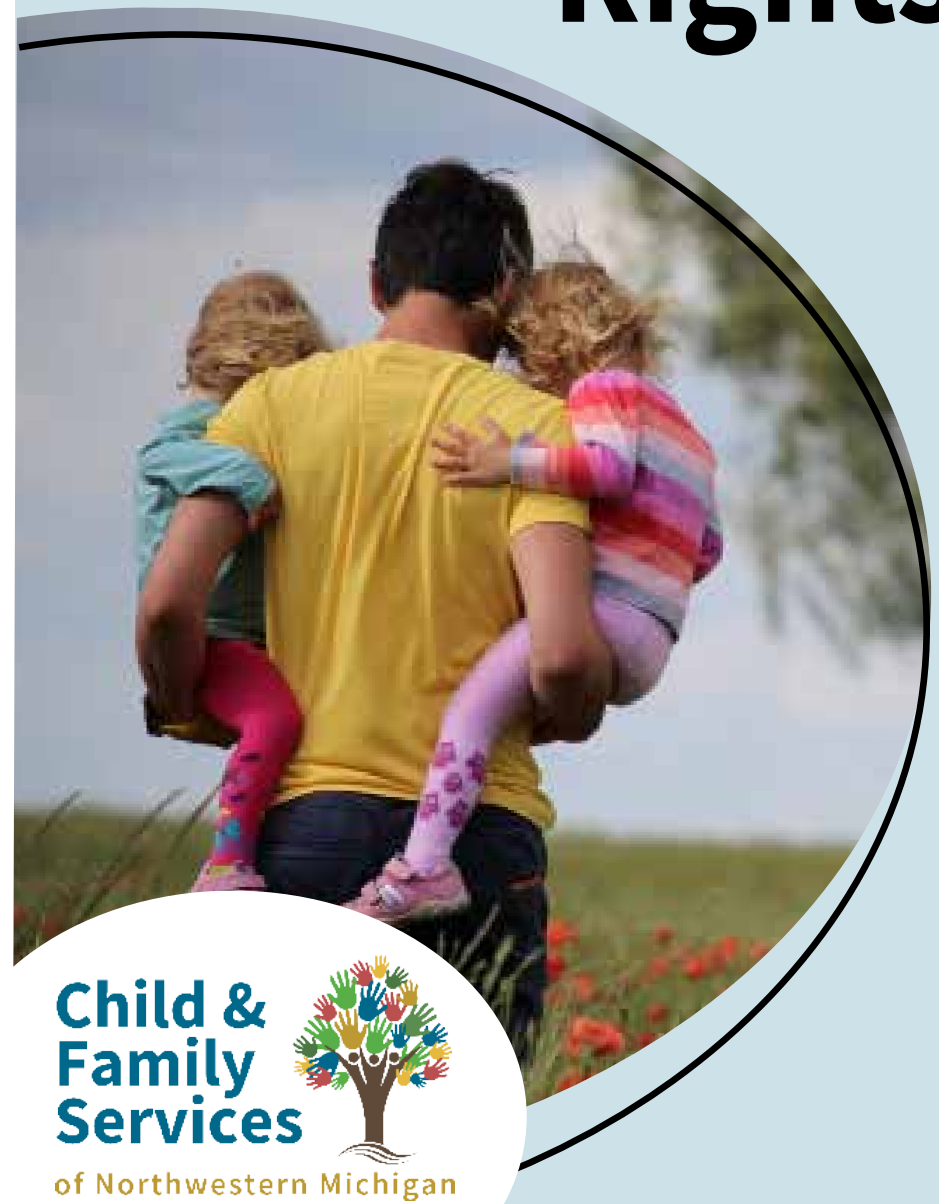


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Pete's Place Youth Shelter
2943 N. Keystone Road
Traverse City, MI 49686
231-922-4800
800-442-7315 (toll free, 24/7)

FIND US
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YOUR RIGHTS

It is very important to us that you receive quality services. We also believe that you should know your rights and how to make a complaint if you believe any of your rights have been violated.

You have the right to know:

- How much our services cost, and how much you must pay.
- When violation of rules could lead to your case being closed.
- Under what circumstances Child and Family Services is obligated to report information concerning your case, and to whom reports must be made.

You have the right to:

- All civil rights guaranteed by state and federal law.
- Suggest changes in our services.
- Expect us to look into your complaints.
- Help make up your own treatment plan.
- Refuse our services, and be told what will happen if you do.
- Review a summary of your client record, unless the agency director recommends otherwise.

You have the right to expect that agency staff will not:

- Abuse or neglect you, or discriminate against you for any reason.
- Give out information about you without your knowledge or permission.
- Require you to be part of any research if you don't want to be.
- Use unusual/non-traditional treatment methods, nor require therapy or medication of an unwilling client (except when abridged by law).
- Practice any form of humiliation, disgrace, embarrassment, retaliation, reprisal, retribution, or financial exploitation or manipulation.

If you want to know more about your rights, please ask your therapist/social worker for a more complete explanation.

What you can do if you have a complaint:

- Talk to your therapist/social worker. There may be a simple solution that you can work out together.
- If that doesn't work, you may make a formal complaint by filling out a complaint form. The clerical staff have complaint forms available for your use and will give you a copy of the agency's Client Grievance Procedure. If you don't agree with the supervisor's reply to your written complaint, you may ask that your complaint be forwarded to the agency director who will meet with the staff and may ask to see you. The Executive Director will reply to the complaint in writing within 30 days.