



San Fernando Region

Catholic Charities Of Los Angeles, Inc.

Client Rights And Responsibilities

Each person applying for or receiving services from Catholic Charities of Los Angeles, Inc. shall have rights and responsibilities that include, but or not limited to, the following:

Clients Rights

- To be treated with dignity and respect
- To receive services free from any form of discrimination
- To receive services in a safe and comfortable setting
- To be fully informed about services and any cost involved
- To have personal information protected by confidentiality
- To understand the limitations and expectations to confidentiality
- To accept or refuse to participate in any service
- To fully participate in any service planning process
- To receive information about hoe to file a complaint
- To evaluate and comment upon any service received

Client Responsibility

- To ask questions about services
- To provide necessary information about what is needed
- To recommend ways to improve the quality of service
- To treat agency staff and others with dignity and respect

I understand that I have the right to file a complaint according to the guidelines set forth by Catholic Charities of Los Angeles if I am unsatisfied with any service rendered or I believe that the agency has failed to comply with my rights, as described above. To initiate the complaint process, simply contact a case manager or other program representative and request a complaint form.

Client Signature: _____

Date: _____