

POLICY ON CLIENT RIGHTS

As a client of CCCS, you have the following rights:

To be treated with dignity and respect; to be actively involved in any plan which may be developed for you to withdraw from the Debt Management Program after written notification to the agency; to have complaints addressed in a timely manner; to speak freely in an appropriate manner and to have concerns addressed; to ask questions and be informed of your rights as a client of CCCS.

POLICY ON CLIENT GRIEVANCE

We are committed to providing you with high quality professional services. However, if you are not satisfied with services provided or if you want to make a complaint, we ask that you follow these guidelines.

First, try to resolve the issue with the staff member involved, giving them specific information about your complaint. If this is not possible or if the issue is not resolved to your satisfaction, please write or call the Executive Director of CCCS at our main office (304-485-3141). We may request a meeting with you or seek more information from a staff person. We will respond within 15 days.

Finally, if your issue is still unresolved, you may appeal directly by mail to the President of the Board of Directors. After additional fact finding, the President will provide a concluding decision to you within 15 days.

POLICY ON NON-DISCRIMINATION

CCCS shall not discriminate in the selection and participation of clients in its programs with respect to race, religion, color, gender, age, national origin, or handicap. No criteria other than those required by funding sources or by federal or state law(s) shall be used to determine client eligibility.

Clients who feel that they have been discriminated against in the provision of services by CCCS on grounds of race, religion, color, sex, age, national origin, or handicap have the right to appeal to the Executive Director. The office of the Executive Director will accept your written complaint and make an appointment with the Executive Director for you.

If you feel your civil rights have been violated, you may appeal to the Attorney General, State Capital, Charleston, WV 25305-0220. The phone number is 304-558-2021.

CONSUMER CREDIT COUNSELING SERVICE

I/WE HAVE RECEIVED THE FORMS ON THE FOLLOWING:

POLICY ON CLIENT RIGHTS
POLICY ON CLIENT GRIEVANCE
POLICY ON NON-DISCRIMINATION

SIGNED: _____ DATE _____

SIGNED: _____ DATE _____

COUNSELOR: _____

CLCARE NO: _____