

Housing and Home Improvement Service
CLIENT BILL OF RIGHTS

Your rights as a client of _____ are as follows:

1. You have the right to be fully informed of your rights and responsibilities as a client of our agency.
2. You have the right to reliable accurate information and appropriate and professional services from our agency.
3. You have the right to expect that information you share with the agency will be kept confidential and will be shared only with your consent as it relates to obtaining other housing related services.
4. You have the right to be informed of other service agencies where you can apply for housing related services.
5. You have the right to receive a timely response to your request for services.
6. You have the right to know that housing related services are provided from the agency if those services exist in this county, if money is available to provide such services and if your housing needs can be met under state policies.
7. You have a right to be fully informed in advance about the housing related services to be provided and the total cost of the services.
8. You have the right to expect respect for your property and reasonable service outcomes.
9. You have the right to be informed about other services provided through this agency.
10. You have the right to contribute to the cost of services, but will not be denied services based solely on your inability to contribute.
11. You have the right to voice a grievance related to service denial or unreasonable housing services provided.

(When service denial or unreasonable housing related services are received, a grievance may be filed by the service applicant. This must be done in writing to the immediate supervisor within seven (7) working days following the denial or receipt of services. The supervisor will reply to the applicant within three (3) working days after sufficient discussions have been held to make a reasonable judgment regarding the grievance. If applicant feels the issue remains unresolved, the grievance, in writing may be directed to the agency Director. After review, the Director will issue a decision in writing within three (3) days. Should the decision remain unresolved, the applicant can direct the grievance to the Area Agency on Aging Administrator. After a thorough investigation, the AAA Administrator will respond to the applicant in writing within five (5) working days. The decision of the AAA Administrator is considered final.