

Concern/Grievance Form

If you have a concern or problem:

1. Discuss it verbally with the staff member first.
2. If you are unable to resolve the problem, you may fill out the top portion of this form and give it to the staff member's supervisor.
3. If the supervisor is unable to resolve the problem to your satisfaction, you have the right to contact the Program Manager/Agency Administrator who will make a final decision.
4. If the Program Manager/Agency Administrator is unable to resolve the problem to your satisfaction, we can assist you in contacting the regulatory agency/funder.

You will receive a written response for each step in the process.

Name: _____ Date: _____

Contact Phone Number(s): _____

Staff Member: _____ Program/Agency: _____

Please describe your concern:

for internal agency use only

Staff Member Response:

Supervisor Response:

Program Manager/Agency Administrator Feedback:

Return Copy to Quality Director

This guide to your Rights and Responsibilities is designed to help you get the best results from services offered by Catholic Charities.

Our agencies are committed to providing quality services for you and/or your family. We encourage you to participate in the programs that fit your needs. All services offered are subject to availability and you will not be refused admission or enrollment due to age, sex, race, or religious orientation.

Your Rights Responsibilities



Administrative Offices
4445 Lindell Boulevard
St. Louis, MO 63108

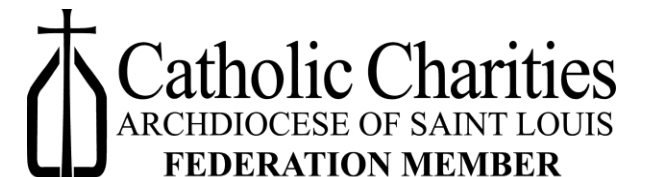
314.367.5500
www.ccstl.org



Your Program Contact Information:

Saint Louis Counseling
9200 Watson Road, Suite G101
St. Louis, MO 63126
314.544.3800
www.SaintLouisCounseling.org

Hours of Operation:
Monday-Thursday: 8:00 a.m. - 8:00 p.m.
Friday: 8:00 a.m. - 4:00 p.m.
Saturday: 9:00 a.m. - 2:00 p.m.
Hours may vary by location.





Dignity & Respect

Catholic Charities Archdiocese of Saint Louis has been helping people in need since 1912. Organized as a federation of various agencies, Catholic Charities has over 100 programs which assist more than 155,000 people annually at 50 sites.

Our services are provided without compromising your dignity, identity, or self-worth.

As a client, you have a right to:

- W Your dignity and respect from others.
- W Safety from harm or threat.
- W Respect for your culture, values and needs.
- W Receive services in a confidential and fair manner, without regard to race, gender, religion, nationality, or disability.
- W Authorize the release of confidential information in writing, except for those areas listed in our Notice of Privacy Practices.
- W Request information regarding your own treatment record and request changes to the content. *(These changes can be denied for valid reasons.)*

Children's Services give youngsters a chance for a better tomorrow.



- W Know when legal requirements may result in the release of confidential information.
- W Be treated as the primary source of information (legal guardian where applicable).
- W Active involvement in planning and receiving services, building on your strengths and needs.
- W Participate freely in decisions regarding services received.
- W An explanation of available services and of related fees.
- W Information when an appointment is delayed or postponed.
- W Refuse services and understand the consequences of your refusal.
- W Know the agency's concern/grievance procedure.
- W File a complaint without consequences, regarding services being provided.

Service Providers have a right to:

- W Treatment with dignity and respect.
- W Safety from harm or threat.
- W Take steps which might involve law enforcement officials when necessary to protect clients or others.
- W Use general information for studies, fundraising, and for demographic and statistical purposes.

The agency that you are working with may have rights and responsibilities in addition to those listed. Additional policies for minors are available.



Protecting the sanctity of the family is the purpose of our Family and Community programs.

Clients are responsible for:

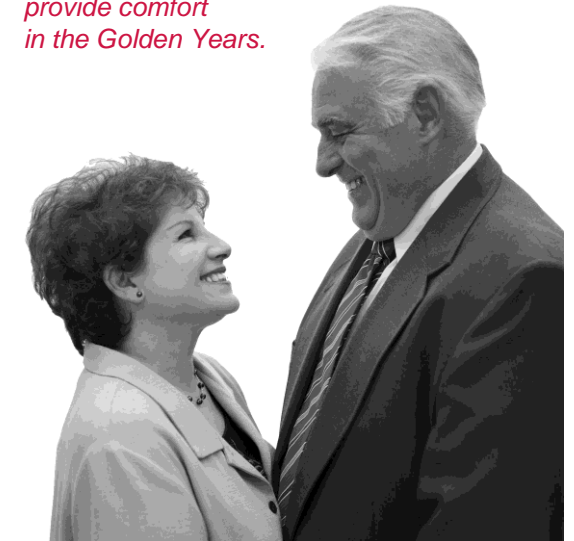
- W Active participation in services, complying with program rules for alcohol and drug usage.
- W Giving reasonable notice when an appointment cannot be kept.
- W Respecting the rights of others who are providing or receiving services.
- W Payment of any fees required for services.

Failure to fulfill these responsibilities could result in a client being discharged from the program.

Your Service Providers are responsible for:

- W Treating clients and co-workers with respect.
- W Arranging the appropriate services within the limits of the agency's resources, based on the client's needs and concerns.
- W Maintaining confidentiality of all clients as outlined in our Notice of Privacy Practices.
- W Informing clients of circumstances that would legally require the disclosure of confidential information as outlined in our Notice of Privacy Practices.
- W Providing a safe environment.
- W Reporting suspected abuse, neglect, violence or public health risks as outlined in our Notice of Privacy Practices.

Services for senior adults provide comfort in the Golden Years.



Responsibility

