

## **Client Rights and Responsibilities:**

When you receive services from CFSSC we will:

- give you high-quality service
- serve you without discrimination
- treat you fairly, honestly and respectfully
- listen to you
- give you information and support to help you make decisions
- keep your information private and confidential, except in specific circumstances as described in CFSSC's Privacy Statement
- apply program rules and expectations consistently
- provide service in offices that are safe, clean and accessible
- discuss the progress of your service with you
- respond to concerns or complaints you make

As a service provider we ask that you:

- Treat the staff and others at CFSSC with courtesy and respect, including maintaining the privacy of other clients
- Actively participate in all aspects of your service
- Inform staff of any need that requires our awareness or accommodation when providing service
- Let CFSSC know 24 hours before if you can't keep an appointment.
- Pay the agreed upon fee for programs that charge for service

You should know that CFSSC does not tolerate discriminatory, threatening, harassing, or aggressive behaviours or actions. If these occur, they may be grounds for CFSSC to terminate our relationship with you.

### **How to provide compliments or make a complaint:**

If you would like to provide us with a compliment or want to make a complaint about your service, please speak with the staff person with whom you are working. If this is uncomfortable for you, you can speak to the staff person's supervisor. Please call our Barrie Office at 705-726-2503 and speak with reception to be directed to the supervisor.