

**CLIENT EXPECTATION OF SERVICE AND GRIEVANCE PROCEDURES**

As a client of the Family Crisis Center (hereafter FCC), I expect FCC to provide the following in a reasonable manner:

1. Quality treatment from professionals.
2. Service regardless of my race, creed, color, national origin, handicap condition, age or sexual preference.
3. The inclusion of other family members in services, where and if appropriate.
4. Reasonable confidentiality of my records, not including **suicidal** and **homicidal** situations and/or **child abuse/neglect**. Child abuse is reported to pertinent child protective service agencies, family members, the local hospital and emergency contacts may be notified in the event of suicidal and homicidal situations. Law Enforcement Agencies and potential victims are notified in the event of homicidal and suicidal situations. Confidential information not otherwise described as disclosable herein, shall only be released pursuant to my authorization to Release Information
5. File review by (FCC counselors, specialists, supervisors, and funding sources).
6. Complete access to the agency's Grievance process including:
  - a) Verbally inform involved staff of my complaint and receive an immediate response providing no follow-up is needed by that staff member.
  - b) If a satisfactory response is not received, contact the Clinical Supervisor in writing and request a meeting. Once you have met and reviewed the situation with the Supervisor, expect a written response with-in 5 business days of your meeting.
  - c) If a satisfactory response is not received, provide a written statement of the complaint to the Executive Director who will investigate and provide a written response with-in 10 business days.
  - d) If I disagree with the Executive Director I may provide a written statement of my grievance to the FCC Board of Directors (BOD) by contacting the board President in writing. A list of FCC board members will be provided to me by the agency's Clinical Assistant. The Board President will take up the issue with the entire BOD at its next regularly scheduled meeting and a response will be provided by the BOD President.
  - e) The ability to contact agency funders with grievances if your issues are not satisfactorily addressed by the agency administration and Board of Directors. \*Children, Youth & Families Department Domestic Violence Unit, P.O. Drawer 5160, Santa Fe, NM 87502 \*New Mexico Crime Victims Reparation Commission, 6200 Uptown NE, Suite 210, Albuquerque, NM 87110 \* New Mexico Mortgage Finance Authority, 344 4th Street SW, Albuquerque, NM 87102. FCC is also a member program of the New Mexico Coalition Against Domestic Violence, 1000 Cordova Place #52, Santa Fe, NM 87505

I understand that FCC will provide my information to agents or agencies providing funding for the services which I am receiving. This information may be provided in writing as well as electronically through the agency's data systems which is protected by automated security devices. This information will not intentionally become part of any public records without the elimination of identifying data.

7. I understand that if I am a victim of violent crime, I may be entitled to Crime Victim Compensation and FCC will provide the appropriate information per request. Initial: \_\_\_\_\_

**I have read and understand my rights as a client at Family Crisis Center.**

\_\_\_\_\_  
Client Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

\_\_\_\_\_  
Guardian Signature (if client under 16)

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

\_\_\_\_\_  
Staff Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

**INTERNAL USE ONLY**  
Copy to client Yes\_\_\_ No\_\_\_