

Statement of Client Rights & Responsibilities

Welcome to Peace Neighborhood Center (Peace). As a client, our staff considers you to be a member of our Peace Neighborhood family which provides you access to services that we provide. Below you will find an explanation of your rights , as well as our expectations of your responsibilities to our staff.

Welcome to the Peace Family,
Peace Neighborhood Center Staff

Your rights as a Peace client include, but are not limited to:

- Being treated with courtesy and respect
- Informed consent or refusal and expression of choice regarding service delivery, release of information, concurrent services and research involvement
- Confidentiality of client information (e.g., services received, personal data, etc.)
- Privacy (including your consent or refusal over use of you or your child(ren)'s photographs in informational and promotional materials)
- Freedom from abuse, exploitation, retaliation, humiliation, or neglect
- Access or referral to community resources such as: legal representation, self-help, case management and advocacy services
- Freedom from retaliation for reporting grievances in good faith

Your responsibilities as a Peace client(Family Member) include, but are not limited to:

- Cooperation in the maintenance of a safe and confidential environment
- Treat Peace staff members, volunteers, and other clients with courtesy and respect
- Attend scheduled meetings on time and cancel them in advance if necessary

- Respond in a timely manner to communications from Peace Center
- Complete all required paperwork promptly, and to the best of your ability

Non-Discrimination Statement:

Peace Neighborhood Center complies with all federal, state, and local non-discrimination laws and ordinances by ensuring that no person be discriminated against (including employees, clients, volunteers) in any employment, housing, or service delivery based on the person's actual or perceived race, color, age, gender, religion, national origin, physical or mental limitation, pregnancy, source of income, sexual orientation, gender identity or HIV status.

Filing a Complaint

As a Peace Center client, you have the right to file a complaint with the Peace Neighborhood Center. Peace defines a complaint as any expression of concern about any inaction or action.

You may file a complaint in the following ways:

- Phone: Please call your direct program coordinator
- Email: Please send an email with your complaint in writing to your direct program coordinator

If you are unhappy with the response of your direct program coordinator please contact the Executive Director. If you are unhappy with the response from the Executive Director your complaint will be forwarded to the Board of Directors for review.