

CLIENT GRIEVANCES: KNOW YOUR RIGHTS

Every client served by CAM has the right to:



Receive services without fear or harm to your personal well-being.



Know about the services available, what you can expect, and what is expected of you.



Have a private environment when discussing your personal situation with staff.



Be assured that any personal information will remain confidential unless you have given permission for it to be shared.



Be able to make your own decisions, for staff to explain the impact of your choices on the services you receive, and for staff to respect your decisions.



File a grievance without fear of retaliation.



Be treated with dignity, empathy, courtesy, consideration, and attentiveness.



Not face discrimination based on race, religion, ethnicity, national origin, sexual orientation, gender identity, age, political beliefs, or disability.



Have their family to stay together without requiring proof of relationship; children under 18 should never be separated from their parents, regardless of gender identity.



Access shelter regardless of disability.



Receive copies of documents you sign or which contain your personal information upon request.

Refer to HAND's website at:
www.handetroit.org/documents
for more information on the CoC
Grievance Procedures for clients
and agencies.