

Clients' rights and responsibilities and grievance procedures

Clients' rights

You have the right to receive required services and information about those services during your Reception & Placement (R&P) resettlement period:

You have the right to receive required financial support and information about your financial support during your R&P period.

You have the right to receive all services without discrimination due to race, ethnicity, color, religion, national origin, age, gender, marital status, disabling conditions, political affiliation, or sexual orientation.

You have the right to receive interpretation in your preferred language regarding services provided.

If you are not satisfied with the services you receive, you have the right to provide feedback or to file a complaint without fear of negative consequences.

You have the right to keep your household information private unless you give written permission to share it.

You have the right to access your case file, case note log, and financial information and the right to request an explanation regarding its content.

You have the right to be involved in developing the plan of services you will receive.

You have the right to refuse services and support from _____.

You have the right to be treated fairly, with dignity, courtesy, and respect, at all times.

You have the right to receive clear explanations regarding your responsibilities while you are a part of the R&P resettlement program.

You have the right to ask questions or for further explanations when you don't understand.

Clients' responsibilities

It is your responsibility to provide to team members working with you all information appropriate for your planned services. One team member may be assigned as your primary point of contact.

It is your responsibility to stay in contact with this team member and to notify him/her/them about any changes in your situation (for example: any new telephone number or email; any start, loss or change of job; change of address).

It is your responsibility to comply with the program requirements after they have been explained to you, and to participate actively in your own resettlement.

It is your responsibility to ask questions when you don't understand.

It is your responsibility to attend all required classes and appointments.

It is your responsibility to arrive on time to classes and appointments.

Grievance procedures

If you feel like you have been treated unfairly, or that the rules of the R&P program have not been followed in the services you have received, you have the right to talk to program staff about your complaint. We have a system to ensure your issues are being heard and responded to. Here are the steps you can take to have your concerns addressed:

1. First, discuss your concern with the person you are working with at .
2. If you feel like you have been treated unfairly, you can ask to talk to another team member. If no other team member is available, you may be asked to schedule a later time to meet with them. This meeting will be together with the main team member you work with.
3. If you still feel like you are being treated unfairly, you can set an appointment to meet with the team leader. An appointment will be scheduled within one business week of your request. You may be accompanied by a supporter or representative if you choose.
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4. If you still feel like you are being treated unfairly, you may contact Episcopal Migration Ministries to discuss the issue. EMM is the national organization that oversees the programs at .
 - a. Episcopal Migration Ministries
emm@episcopalchurch.org
212-716-6104
815 2nd Ave
New York, NY 10017

My rights and responsibilities and the grievance process have been explained to me. I understand what I can do if I feel like I have been treated unfairly by anyone from who is working with me.

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| Client Name | Client Signature | Date |
| Interpreter Name | Interpreter Signature | Date |
| Team Member Name | Team Member Signature | Date |