**NORTHEAST INSTITUTE FOR QUALITY COMMUNITY ACTION**

**CAA CUSTOMER RIGHTS STATEMENT TEMPLATE**

**Customers served by ( Name of Agency) have the following rights:**

1. **To be served with empathy, dignity, and respect.**
2. **To be an active partner in identifying, accepting and addressing your service needs.**
3. **To be provided services in a timely, accessible and responsive manner.**
4. **To have your personal information protected from inappropriate release or intrusion.**
5. **To have a responsive, user friendly method for communicating complaints or concerns about customer experience to a designated agency official.**
6. **To have service provided without discrimination, harassment or intimidation.**
7. **To receive assistance in accessing appropriate community services to address needs which cannot be met by existing agency programs.**
8. **To have any service Fees fully explained including payment policies and possible offsets.**