

## ***Client's Bill of Rights***

*We pledge that our clients have the right to:*

- Prompt counseling services for managing money based on their financial situation
- Treatment with dignity and respect
- Be actively involved in a comprehensive assessment of their financial situation including an appropriate action plan
- Express dissatisfaction through a Complaint Resolution Process
- Discontinue their relationship with our agency at any time
- Ask questions and to have concerns addressed

## ***Complaint Resolution Process***

We are committed to providing you with high quality, professional services. However, if you are not satisfied with the services provided, or if you want to make a complaint, we ask that you follow these guidelines:

- **Step One:** Try to resolve the issue with the staff member involved, giving him or her specific information about your complaint.
- **Step Two:** If Step One is not possible or the issue is not resolved to your satisfaction, write or call the appropriate Department Manager at Consumer Credit Counseling Service of Greater San Antonio (CCCS) at (210) 979-4300.
- **Step Three:** CCCS may request a meeting with you (phone or face-to-face) or seek more information from a staff person. CCCS will respond within 15 business days.
- **Step Four:** If the issue is still unresolved, you may appeal in writing directly to the President of the agency. After additional fact finding, this individual will provide a concluding decision to you within 15 business days.

## ***Non- Discrimination Policy***

*Our agency serves all members of the community. We do not engage in the practices of discrimination in the selection and participation of clients in our programs or services with respect to race, color, gender, national origin or handicap.*

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**Client Signature**

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**Counselor Signature**

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

\_\_\_\_\_  
**Date**



**Corporate Office**  
6851 Citizens Parkway, Suite 100  
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**NATIONAL FOUNDATION FOR  
CREDIT COUNSELING**  
*Knowing the difference can  
make all the difference.*