

North Carolina Council for Women & Youth Involvement

Client's Rights and Responsibilities EXAMPLE POLICY

Use as template to create your own policy.

Any client with a concern about services received at a state-grant funded program has the right:

- To be given a copy of the shelter rules and an opportunity to discuss them with the staff, if needed
- Not to be abused by other clients or staff
- To confidentiality
- To respect
- To privacy
- To voice unhappiness or concerns with a program situation, resources, grievances, or services within the shelter
- To make decisions
- To be informed about resources (e.g. housing, welfare, legal, etc.)
- To decline counseling or case management while in the shelter (if the program does not have a related funding requirement)
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The client has the responsibility:

- Not to abuse other clients or staff
- To keep shelter location and other information learned or shared regarding other clients' confidentiality
- To know and follow the shelter rules
- To, if desired, along with program staff, to set goals and work toward these goals, for yourself and your children, if applicable
- To be honest regarding your personal situations and to share information that will enable staff to serve you better
- To work out problems with clients and staff in a respectful manner being tolerant of opinions that differ from yours through established processes and procedures
- To become educated about the dynamics of domestic violence
- To speak out when you believe your rights are being violated

Program staff has the responsibility to regard clients with dignity and respect and to uphold basic civil and legal rights afforded to them.

For complaints about services or practices, please refer to agency Grievance Policy.

For additional resources, visit the [North Carolina Coalition Against Sexual Assault](#) or [North Carolina Coalition Against Domestic Violence](#) website.