

CLIENT RIGHTS & COMPLAINT PROCEDURES

As a client at an agency receiving services funded by Ryan White Title I, you have the following rights:

- Ⓡ To be served without regard to age, gender, race, color, religion, national origin, sexual orientation, political affiliation or disability.**
- Ⓡ To services that are considerate and respectful and free from abuse, neglect and exploitation.**
- Ⓡ To privacy. No information that would directly or indirectly reveal your health status may be disclosed to anyone outside the agency without your informed, written consent as governed by local, state and federal law (exceptions: subpoenas from a court of law or when there is reasonably concern that harm may come to your or others).**
- Ⓡ To communicate about your services in a language and format that you understand.**
- Ⓡ To be informed of all agency rules and regulations related to your services.**
- Ⓡ To initiate a complaint about your services and to be informed of the agency's grievance procedure.**
- Ⓡ To withdraw your consent for services and/or seek services at another agency and to do so without pressure or intimidation.**
- Ⓡ You have the right to know the qualifications of your care manager and other staff providing you with services.**

COMPLAINTS:

Certain services at this agency are funded by Ryan White CARE Act funds administered by the Harris County Public Health & Environmental Services.

By contract, this agency is required to maintain a client complaint procedure. If you have any questions on how to file a complaint with this agency regarding a Ryan White Title I funded service, call for instructions at:

Service Complaint Coordinator

(713) 439-6089 English

(713) 439-6095 Spanish

Or write to:

**Harris County Public Health & Environmental Svcs
Project Monitoring Section
2223 West Loop South, #417
Houston, TX 77027**

If your complaint remains unresolved after following all procedures with this agency, the Service Complaint Coordinator will inform you how to file a formal grievance.