Client Rights

At TCA, we pledge that our clients have the right to:

- Prompt counseling services based on their needs and goals
- Nonjudgmental, dignified, fair and respectful treatment at all times
- Confidential counseling sessions
- Sufficient information to make an informed choice about our company and using our services, including but not limited to:
  - explanation of services available;
  - basic expectation for use of the company’s services;
  - hours that services are available;
  - rules, expectations, and other factors that could result in discharge or termination of services; and
  - clear explanation of how to lodge concerns, complaints, grievances, or appeals
- Ask questions and have concerns addressed
- Express dissatisfaction through a complaint resolution process
- Discontinue their relationship with our agency at any time

Non-Discrimination Policy

TCA serves all members of the community without regard to socio-economic status, gender, disability, color, age, race, national origin, marital status, veteran status, sexual orientation, religious affiliation, or any other characteristic protected by law.

Accessibility through Alternative Means

TCA is committed to providing accessibility to information and services and effective communication to afford all individuals an equal opportunity to participate in, and enjoy the benefits of, TCA’s programs and services.

Requesting Assistance

An Individual with a disability, impairment or that requires alternative means for access to information or services can contact TCA at:

800.823.7396 or email: support@tcasupport.org

Upon receipt of the request, TCA will work with the individual to make appropriate accommodations.

Limited English Proficiency (LEP)

TCA takes all reasonable steps to identify individuals with LEP and provides resources to ensure meaningful communications regarding information presented in vital documents, including but not limited to, authorizations, disclosures and privacy policy. At any time, an LEP individual can request assistance for frequently-encountered languages. TCA will provide interpretation/translation assistance at no cost to the LEP individual.
Privacy

TCA’s privacy policy is available on our website at www.TakeChargeAmerica.org. This policy is provided to all clients providing information to TCA. Any information shared with TCA remains confidential and is only used pursuant to the Privacy Policy to run our everyday business and offer products and services to consumers. TCA does not sell or rent our client’s information to others.

Client Grievances

TCA is committed to providing exceptional service and promptly responding to client concerns and/or grievances. If a client has a concern or complaint with TCA’s services, they may submit their concern by calling 800.823.7396, emailing TCA at support@tcasupport.org or by mail to ATTN: Customer Support, Take Charge America, 20620 N 19th Avenue, Phoenix, AZ 85027.