



## 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.

## Privacy

TCA's privacy policy CP is available on our website at [www.TakeChargeAmerica.org](http://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

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](mailto:support@tcasupport.org) or by mail to:

Customer Support  
Take Charge America  
20620 N 19<sup>th</sup> Avenue  
Phoenix, AZ 85027

TCA is committed to providing exceptional service and promptly responding to client concerns and/or grievances as set forth in [QPI 17-006](#), Client Feedback and Concerns.

Concern/Compliant resolution information is provided to clients in TCA informational packets on its website.