

CLIENT RIGHTS POLICY

POLICY:

[Bashid Rashid Agency] is committed to protecting and upholding the rights of individuals receiving services through our organization. We recognize the importance of respecting an individual's dignity, privacy, and autonomy, and we are dedicated to creating a safe, secure, and supportive environment for every client. To ensure that client rights are safeguarded and that individuals can exercise their rights, we adhere to the following principles and practices:

1. **Providing Humane Care and Protection:** [Bashid Rashid Agency] is committed to delivering humane care and ensuring the protection of all individuals under our care. We strive to prevent harm and provide a safe environment in which clients can live and receive services without fear of harm or neglect.
2. **Meaningful and Appropriate Services:** We pledge to offer services that are meaningful and appropriate for each individual. These services will be delivered in compliance with the following standards:
 - a. **Standards of Professional Practice:** Our services will adhere to recognized professional standards and best practices, ensuring the highest level of quality and efficacy.
 - b. **Guidelines from Accredited Professional Organizations:** When applicable, we will also adhere to guidelines established by accredited professional organizations, ensuring that services align with industry best practices.
 - c. **Budgetary Constraints:** While striving for the best quality, we also acknowledge the importance of managing resources efficiently to ensure that services are accessible and sustainable.
3. **Informed Consent for Release of Information:** [Bashid Rashid Agency] recognizes the importance of privacy and confidentiality. Therefore, we will obtain written consent from an individual or their legal representative, if applicable, before releasing information from the individual's records. This consent process will be in accordance with applicable laws and regulations, and the person requesting release of records must be authorized by law to receive such information without consent.
4. **Timely Complaint Resolution:** Complaints are an important channel for clients to express their concerns and grievances. [Bashid Rashid Agency] is committed to addressing these concerns promptly. We will process and make decisions regarding complaints filed by an individual within two (2) weeks after receiving the complaint. This ensures that clients have a responsive avenue to address any issues they may encounter during their association with our agency.

5. Right to Information and Complaint Procedure: We will inform each individual, in writing and in their usual mode of communication, of their constitutional and statutory rights as outlined by [Bashid Rashid Agency]. This information will be provided using a form approved by the appropriate regulatory authority, such as the BDDS (if applicable). In addition, we will inform clients of the complaint procedure established by our organization for processing complaints, ensuring that they are aware of how to voice their concerns and seek resolution.