

# Customer Bill of Rights and Responsibilities

All persons obtaining services from the Colorado National Guard Family Program Office are entitled to certain rights and also subject to certain responsibilities. The observance of these rights and responsibilities by both customers and the Family Program Office Staff is vital to ensuring that services are delivered in an appropriate and efficient manner.

Family Assistance is the contractual or statutory obligation our Armed Forces have with its Service Members/civilian employees/retirees, regardless of marital status, with or without any legal dependent Family Members. The Family Assistance staff provides information, referral, outreach, assistance and support services on the six (6) essential services. They are: Crisis Intervention, Legal, Financial, Community Information, TRICARE benefits, and ID cards and DEERS.

## **AS OUR CUSTOMER, YOU HAVE THE RIGHT TO:**

- Reasonable and impartial access to services regardless of race, creed, gender, national origin, religion, physical disabilities, rank or sexual orientation.
- Considerate and supportive services with regard for your comprehensive fitness (Mental, Spiritual, Social and Physical.)
- Personal privacy and confidentiality.
- Refusal of any service or treatment unless mandated by law, court order or lawful order of a commander with potential consequences of such refusal may include military disciplinary procedures.
- Knowledgeable, competent and cooperative staff.
- Prompt, accurate and reasonable response to your questions and requests.
- Receive applicable and accurate information and/or materials relevant to assessing your needs.
- Provide feedback on services received or if needed, to file a complaint, grievance or appeal contact information for appropriate personnel is posted in each office.
- Be informed of rights and responsibilities applicable to you as a customer.

## **AS OUR CUSTOMER, IT IS YOUR RESPONSIBILITY TO:**

- Provide accurate, complete information and required documentation to support the services requested.
- Communicate updated changes in your status and personal information since your last visit.
- Provide staff member's feedback about your needs and expectations, desired services and satisfaction through
- Ask questions to ensure you understand instructions and information.

## **STATEMENT OF UNDERSTANDING**

You can expect the Family Program staff to respect your right to privacy. However, the Family Programs staff is not provided complete privileged communication. As in civilian life, Family Program staff members are required by law, with or without your consent to contact proper authorities if: 1.) staff believes you intend to harm yourself, others, or harm has been done to you and/or; 2.) a family member is suspected of maltreatment, molestation, child neglect or drug use.

CO National Guard Family Program has a 24 hour contact number for emergency services at 866-333-8844

Signature: \_\_\_\_\_

Date: \_\_\_\_\_