



81st RD

Family Programs

Customer Responsibilities

For more information, please contact us at usarmy.usarc.81-rd.mbx.dhr-fam-programs@army.mil

The 81st Readiness Division Family Programs Office is committed to providing a quality customer service experience to each and every customer, each and every time services are rendered.

Customer's Responsibilities:

- ◆ **Confidentiality.** Notify staff and provide written consent if the customer chooses to involve other supportive individuals or agencies or grant access to private and confidential information disclosed within the confines of case management. A "Release of Information Form" will be provided.
- ◆ **Discrimination Free Environment.** Treat service providers and community partners assisting them with fairness and dignity regardless of gender, gender identity, race, age, sexual orientation, creed, religion, income level, military status, rank and all other potential discriminating factors.
- ◆ **Respect.** Offer courtesy and respect to service providers and community partners assisting them in all situations through all stages of case management.
- ◆ **Participation.** Be an active participant throughout the process and all stages of case management. Follow-up when provided a service, resource or assistive measure. Provide the most accurate, up to date information available to assist service providers in quality outcomes and case management.
- ◆ **Communication.** Stay in touch with your service provider. Return phone calls and email messages. Request augmentative and alternative communication devices/methods in advance. Request translation services in advance. Notify your service provider of any changes to contact information (address, phone, email, etc.) as soon as possible.
- ◆ **Review.** Customers are their own best advocate. Customers should assess the services provided regularly and the progress being made at all transition points of their case management (before, during and after).
- ◆ **Refusal.** Customers must notify their service provider in writing to refuse or cancel a service. (Customers who are Service Members, may have additional considerations when refusing/cancelling services, if the service was ordered by the Commander).
- ◆ **Quality Customer Service.** Customers are responsible for filing a written customer complaint form when lodging a complaint, grievance or appeal within 30 days of incident. A "Customer Grievance/Complaint Form" will be provided.
- ◆ **Service to Minors.** Provide written consent by a parent or legal guardian to receive services. A "Parental/Guardian Consent Form" will be provided.
- ◆ **Adaptive Services.** Request any required adaptive services in advance. (Request for adaptive services may be delayed while locating the appropriate adaptive service).