



81st RD

Family Programs Customer Rights

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 Rights:

- ◆ **Confidentiality.** Information provided will be used strictly within the confines of the Privacy Act of 1974 and solely for the purposes of the customer's assistance.** Confidential information will be released only with the customers written permission on the official 81st RD Release of Information Form.
- ◆ **Discrimination Free Environment.** Customers will be treated fairly and with dignity regardless of gender, gender identity, race, age, sexual orientation, creed, religion, income level, military status, rank and all other potential discriminating factors.
- ◆ **Respect.** Courtesy, professionalism and respect will be offered to all customers in all situations through all stages of case management.
- ◆ **Relevance.** Services will be provided with accuracy, attention to detail and with specific attention to the timeliness of the customer's situation.
- ◆ **Participation.** Customers are welcome and encouraged to be involved in the actions and decisions surrounding their own case management from inception to completion.
- ◆ **Communication.** Customers can expect the following communication actions:
 1. Customers will be provided the name and position of the service provider assisting them.
 2. Customers will have oral and written communication in a language or delivery method that is clear to them. Bilingual or Sign Language translator arrangements may be requested in advance.
 3. Augmentative and alternative communication devices may be requested in advance.
- ◆ **Review.** Customers have the right to review or request their service providers to review, the services offered during all stages (before, during and after) of case management.
- ◆ **Refusal.** Customers have the right to refuse or reject any service offered unless ordered by the Commander.
- ◆ **Quality Customer Service.** Excellent customer service and customer satisfaction is always the goal of the 81st RD Family Program Office. If customers are not satisfied with the services they have received from any of our offices they have the right to lodge a complaint, grieve or appeal any form of assistance, resource provided or service rendered. To file an official grievance please request a "Customer Grievance/Complaint form via email at: usarmy.usarc.81-rd.mbx.dhr-fam-programs@mail.mil and follow the instructions on the form.

Service to Minors: Minors will not be served without the written consent of a parent or legal guardian.

Adaptive Services: Every effort will made to accommodate any adaptive services necessary (translation services, sign language services, handicapped accessibility, etc.)

**Confidentiality and privacy will be strictly adhered to with the exception of certain situations. Family Programs/ Family Readiness Support Staff does not have complete privileged communication. Some Family Programs staff are required by law, with or without customers consent to contact proper authorities if staff believes that: customer has the intent to harm him/herself or others; a family member is suspected of maltreatment, molestation, and child neglect or drug abuse.

For more detailed descriptions of customer's rights, a copy of the comprehensive Customer Rights and Responsibilities Standard Operating Procedures (SOP) may be requested at any time at:
usarmy.usarc.81-rd.mbx.dhr-fam-programs@army.mil