

# Client Rights

1. To be treated with dignity and respect.
  2. To have all personal information maintained in confidence.
  3. To obtain information about the staff's professional qualifications.
  4. To review and obtain a copy of your records.
  5. To refuse services or end treatment.
  6. To issue complaints and have them responded to in a timely manner.
- A copy of the Exceptions to Confidentiality will be made available upon request.
  - A copy of the Grievance Procedure will be made available upon request.

*Family Services of Central Massachusetts will make every effort to provide the most satisfactory service. We welcome your suggestions for improvement.*



**Family**  **Services**  
OF CENTRAL MASSACHUSETTS

*An Affiliate of Seven Hills Foundation*