



CLIENT BILL OF RIGHTS

Fraser provides clients with quality services that are both appropriate and individualized to meet a person's needs.

Every client and parent has the right:

- To non-discrimination based on race, marital status, creed, color, religion, national origin, ancestry, gender, age, disability, sexual orientation, status with regard to public assistance as stated in federal, state, and local laws.
- To considerate, respectful, and safe care. Consideration of a client's privacy and individuality is important.
- To confidentiality. The reasons for a client's visits and results of their treatment program are private information and cannot be revealed without their permission.
- To information about their treatment program and any procedures. Clients are encouraged to ask questions about any treatment that they do not understand, that confuses them, or that causes discomfort.
- To accept, refuse, or question any treatment.
- To voice a grievance or appeal a decision relating to their admission, discharge, or delivery of services at Fraser.
- To have access to current fees for services provided by Fraser.

Whenever a client or parent wishes to express a complaint, grievance, or appeal a decision relating to their treatment program, the individual is encouraged to contact the Division Director and/or follow the "Grievance Appeals Policy" that has been established.

If a client would like further detail, they can request the full Grievance Policy from the Fraser Compliance Team at 612-861-1688.

If the grievance is not satisfactorily resolved through Fraser's internal "Grievance Appeals Policy", the complainant may take the issue to the Department of Human Services of the State of Minnesota. Complaints may be directed to: Licensing Division, Department of Human Services, 444 Lafayette Road, Saint Paul, MN 55155.