

You have rights

Clients have the right to:

- Be treated with dignity.
- Be free from potential harm or acts of violence.
- Be free from discrimination.
- Be free from abuse, neglect, mistreatment, exploitation and fraud.
- Communicate and visit with family, attorney, clergy, physician, counselor, or case manager, unless therapeutically contraindicated or court-restricted.
- Privacy of currency and closed records.
- Be informed of agency policies and procedures that affect client or guardian's ability to make informed decisions regarding client care, to include:
 - Program expectations, requirements, mandatory or voluntary aspects of the program consequences for non-compliance.
 - Reasons for involuntary termination from the program and criteria for re-admission program service fees and billing.
 - Safety and characteristics of the physical environment where services will be provided.

If you feel your rights have been violated:

- **Call:** 801-890-2007
- **Email:** licensingcomplaint@utah.gov
- **Mail:** 195 N. 1950 W, Salt Lake City, UT 84116
(please include program name in the letter or email)



**Department of Health
& Human Services**