

# Client Rights

- I. To be treated with dignity and respect.
  - II. To have all information kept in confidence.
  - III. To obtain information about the staff's professional qualifications.
  - IV. To review and obtain a copy of your records.
  - V. To refuse services or end treatment.
  - VI. To issue complaints and have them responded to in a timely manner.
- A copy of Exceptions to Confidentiality will be made available upon request
  - A copy of the Grievance Procedure will be made available upon request.

**Child Care Connection**, *A program of Family Services of Central Massachusetts* will make every effort to provide the most satisfactory service. We welcome your suggestions for improvement. To report dissatisfaction with our service contact the program director.

**Child Care Connection**  
*A program of Family Services of Central Ma*  
**100 Grove Street, Suite 115**  
**Worcester, MA 01605**  
**www.ccfscm.org**  
**[parent@ccfscm.org](mailto:parent@ccfscm.org)**  
**(800) 278-1503**

