

# Client's Rights, Responsibilities, and Grievance Process Policy

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## Client's Rights

As a Client of Black Girls Do STEM., you have a right to:

- Be treated with respect, courtesy, and competence.
- Be shown respect for your religious beliefs, social views, and cultural backgrounds.
- Be informed of the worker's assessment of any and all problems and ways they can be dealt with.
- Expect confidential handling of written service records in accordance with the law and professional standards.
- Receive information about the Agency's fee schedule and any change in fees.
- Obtain the name of the worker who is responsible for providing or coordinating services associated with the student location assignments.
- Examine your personal information received during the application and enrollment processes. You may add materials that support, or dispute information contained in your application materials. Application materials belong to the agency and may not be removed from the Black Girls Do STEM designated storage location in hard copy or electronically.
- Know the reasons for transfers, referrals, and discontinued services and/or removal from the program.
- Know that workers must report suspected abuse or neglect of minors/vulnerable adults to authorities outlined in the parent and student code of conduct reviewed and acknowledged during enrollment.
- Receive translation, interpretive, sign language services, or communication technology (i.e., telephone amplification, TTY, etc.) if needed.
- Be informed of procedures for filing a complaint if unsatisfied with services received.

- Receive assistance so information is provided in a way that meets your communication and/or literacy needs.
- To be free from restrictive behavior management interventions that restrict, limit, or curtail freedom of movement.
- Professional staff are encouraged to conduct or participate in research efforts directed towards improving the services delivered to clients. You have the right to refuse to participate in research. Black Girls Do STEM will continue to provide you services whether or not you agree to participate in research.
- Fair, equitable, and non-discriminatory treatment including the consistent administration of program rules and expectations.

## Client Responsibilities

As a Client of Black Girls Do STEM, you are responsible for:

- Taking an active part in programming by sharing ideas and asking questions.
- Providing accurate and complete information.
- Being open to looking at problems in new ways and trying new behaviors.
- Attend programming on time and give advance notice if possible when programming is to be missed.
- Paying any fees that have been agreed upon.
- Respecting the privacy of other people served by the agency.
- You must respect the agency's right to discontinue services if incidents cannot have a positive resolution to reinvest clients into programming activities.
- Black Girls Do STEM reserves the right to deny further services if you do not fulfill the above responsibilities or if the service's funding is cut.

## Procedures for Filing a Complaint

If you have a problem or complaint, first discuss the issue with your assigned location worker. If this doesn't resolve the issue, you have the right to do the following:

- Fill out this form [BGDSTEM Client Complaint Form](#), or call Black Girls Do STEM and let the Program Director know that you have a problem or complaint. You will be connected with one of the staff, who will assist you. We may be contacted by phone at 314-236-9137, ext 702.

- When writing or calling with a complaint, include the following information:
  - The nature of the complaint or problem and the name of the person(s) involved
  - Where and when it took place.
  - Person with whom the problem or complaint was with.
  - All other facts and circumstances surrounding the problem or complaint.
  - Your signature and the date at the top of the form Black Girls Do ensure that if you file a complaint.
- You will not be intimidated, threatened, coerced, or discriminated against because you have made a complaint.
- Black Girls Do STEM will investigate any complaint.
- You will be notified of the disposition of the complaint you have filed.
- If you are not satisfied with Black Girls Do STEM's internal process, you may file a complaint with the Black Girls Do STEM board directly, and await the results of an internal investigation into the original complaint. By submission of your form to our board secretary at [secretary@bgdstem.com](mailto:secretary@bgdstem.com) this can only be submitted by email.