



## **Clients' and Victims' Rights Policies**

### **Crime Victims' Rights Policy**

All callers to ACESDV Helpline who are receiving telephone based advocacy, with the exception of referral only calls, will be informed that if they are a victim of crime they have victims' rights and will be offered more information about those rights.

### **Clients' Rights Policy**

Purpose: The rights and dignity of individuals seeking services from the Helpline are respected.

Individuals seeking services from the Helpline have the right to:

- Live life free from abuse, neglect and exploitation;
- Fair treatment that does not discriminate because of race, religion, national origin, color, gender, sexual orientation, age, citizenship, political affiliation, language, marital status, or disability, including the right of qualified persons with a disability to receive material in alternate format as appropriate.
- Quality and respectful phone based advocacy/legal advocacy;
- Confidentiality, privacy and anonymity;
- Refuse or terminate advocacy support at any time;
- Refuse to participate in evaluating the services provided;
- Request to speak to a different advocate;
- Place a complaint about services without fear of retribution;
- Be treated with dignity and respect;
- Be informed about what services are available;
- Express your own views and ideas;
- Make choices about your life; and to
- Be referred to other requested resources.

**If you believe you have been treated unfairly by a staff member you can file a complaint:**

- **Arizona Coalition to End Sexual and Domestic Violence at (*link to grievance form here*)**  
Or a grievance form can be mailed to you by calling 602-279-2900 or 800-782-6400 or emailing: [info@acesdv.org](mailto:info@acesdv.org) .
- **Office for Civil Rights**  
Office of Justice Programs  
U.S. Department of Justice  
810 7<sup>th</sup> Street, NW  
Washington, DC 20531  
In order to file a complaint with the Office of Civil rights (OCR), two forms must be downloaded from the internet and submitted in writing to OCR. The forms can be found at: [www.ojp.gov/about/ocr/complaint.htm](http://www.ojp.gov/about/ocr/complaint.htm)
- **Arizona Department of Public Safety**  
VOCA Administration, MD3915  
Civil Rights Coordinator  
P.O. Box 6638  
Phoenix, AZ 85005-6638  
(602) 223-2491  
[www.azdps.gov/services/enforcement/crime-victims](http://www.azdps.gov/services/enforcement/crime-victims)
- **Office of the Arizona Attorney General**  
Civil Rights Section  
1275 W. Washington Street  
Phoenix, AZ 85007  
[www.azag.gov/civil-rights](http://www.azag.gov/civil-rights)  
602-542-5263

***Distribution:*** Due to the Helpline, being a phone-based service, a copy of the clients' right policy will not be distributed or signed by each person calling the hotline. The clients' right policy is available upon request and on the ACESDV website, [www.acesdv.org](http://www.acesdv.org) .