



South Central Human Relations Center

Client Rights and Responsibilities

Right to Grievance Hearing: In the event that a client, parent, or guardian disagrees with a decision regarding the services offered, program admission, refusal of admission, or if it is thought that client rights have been violated, then that individual has the right to file a grievance with the mental health center and will not be retaliated against for filing a complaint. The agency grievance procedure is available in the lobby. Unresolved grievance issues can be referred to the State of Minnesota Department of Human resources, 444 Lafayette road, St. Paul, MN 55155 or (651) 297-1528.

Civil Rights: You have the right to complain if you feel you have been discriminated against because of race, color, creed, religion, national origin, sex, disability, age, marital status, sexual orientation, or status with regard to public assistance. Complaints may be registered with: Minnesota Department of Human Rights, 500 Bremer Place, 7th Place and Minnesota Street, St. Paul MN 55111 or (651) 297-1528.

Right to Service: You have the right to be informed of all services available to you.

Right to Privacy: You have several extensive rights under Minnesota law. Please refer to the data privacy section for discussion of your rights. The agency data privacy document is available in the lobby of South Central Human Relations Center. A paper copy of the notice is available upon request.

Right to Know: The staff's assessment of your problem and the planned treatment approach.

Right to Know about treatment alternatives, the potential side effects regarding each possible treatment, the projected outcome of treatment, and the length and cost of proposed treatment.