



Consumer Rights Policy

A fundamental responsibility of the organization is to protect and promote the rights of its consumers at all times. Each individual served by MORE Group has the right to dignity and respect, as well as a right to an environment that promotes health and safety at all times just as any individual would expect.

Consumer rights will be communicated in a manner that is 1) meaningful to the individual; 2) prior to the beginning of services; 3) annually for persons receiving services longer than a year. Consumer rights will be available at all times for review and clarification.

In addition to the basic human rights and U.S. Constitutional rights entitled to each American citizen, it is the policy of the organization that consumers in services shall have the additional following rights:

1. Individual information shall be considered confidential and maintained as such.
2. The individual's privacy shall be maintained and protected at all times.
3. The individual shall be free from abuse, financial or other exploitation, as well as retaliation, humiliation, and neglect.
4. The individual shall have access to information pertinent to himself in sufficient time for decision making purposes.
5. The individual shall have informed consent, refusal or expression of choice regarding service delivery, release of information, concurrent services, composition of the service delivery team and involvement in research projects.
6. The individual shall have access or referral to legal entities for appropriate representation.
7. The individual shall have access or referral to self-help and/or advocacy support services.
8. In the event MORE Group engages in research projects, the individual shall be assured that the organization will adhere to research guidelines and ethics when consumers are involved.
9. The individual shall have the right to a full investigation and resolution of alleged infringements of rights.

If any consumer believes his/her rights have been violated, he/she is encouraged to discuss the conflict with his/her advisor. If this does not correct the situation, the consumer is encouraged to follow our formal complaint procedure for persons served.