



Customer Bill of Rights

We, the staff of the Family Assistance Administration, are committed to providing quality services to all of our customers.

As our customer, you have certain rights:

You have a right to courteous, professional treatment. Our goal is to:

- Treat you with respect.
- Listen to you and answer your questions.
- Keep your information confidential.
- Respond to your needs.
- Respond to your incoming calls.
- Provide a clean and comfortable environment.
- Assist those with disabilities to obtain services.
- Assist you or anyone in your household with registering to vote.

You have a right to receive clear, current information. Our goal is to:

- Inform you on what services are available to your household.
- Give you information about programs and services.
- Keep you informed throughout the application and eligibility process.

You have a right to receive timely, accurate benefits if you are eligible. Our goal is to:

- Screen your application for all requested services and recommend any additional programs.
- Allow you to contact us for an interview via telephone or in person.
- Give you simple explanations and instructions during the application and eligibility process.
- Notify you of all decisions in writing via U.S. Mail or electronic notification.
- Assist you in seeking or requesting an appeal if you disagree with our decisions.

As our customer, you have a responsibility to:

- Contact us to complete an interview.
- Report all required changes.
- Comply with our Quality Control process.
- Provide us with complete and accurate information.

This institution is an equal opportunity provider.

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