

Dear DCRAC Client

Below you will learn about how we share information with you, how we treat your information, and what you should do if you are dissatisfied with our service to you. Please take a few minutes to review our promise to you. Our Board adopted the relevant policies on January 11, 2007.

Disclosure of public information

We are pleased to provide members of the public who express an interest in our work with a meaningful opportunity to communicate with an appropriate representative of the organization. We make every effort to accommodate all modes of communication, including a toll-free phone line (1-877-825-0750); and fax (302-654-5046), email (rashmi@dcrac.org) and internet connection (www.dcrac.org). Copies of key DCRAC annual reports and audit reports are available in their entirety on our website at www.dcrac.org.

You have a right to inspect any of our documents that reside in the public domain. You do not have to provide us with a reason for inspection. Please direct your document request to me (Rashmi Rangan, Executive Director) by mail (601 North Church Street, Wilmington, DE 19801); by fax at 302-654-5046; or by email at rashmi@dcrac.org. You can also review the documents at our office. If you require us to copy and/or mail any public documents, we charge .15 cents per page and for postage based on the total mailing cost.

We are a 501 (c) (3) nonprofit organization. Donations to our organization are tax deductible to the fullest extent of the law. If you choose to contact us regarding our policies or activities, please note that our Client Privacy and Grievance Procedures apply to your request as well. These are listed below.

We Guard Your Privacy

1. All client communication, information, and documents are classified as high priority and highly confidential.
2. High priority and highly confidential documents are shared on a need to know basis with the prior consent of the client.
3. The need to know standard is that the client information is needed to be shared with entities other than DCRAC in order to achieve client objectives and/or affect resolution of client controversy.
4. When client documents need to be shared with entities other than DCRAC under the need to know standard, we obtain release from the client.
5. Client documents ARE NOT used for teaching/training purposes.
6. All client paper documents reside at 601 North Church Street in a locked filing cabinet.
7. Client documents are also stored in at least one retrievable format on the computer as back-up. All such information is password protected.
8. Client receives a copy of our privacy policy when first contact is made with the client.
9. Client shall also be advised of our client document destruction policy—which is 10 years from the date the controversy was resolved or ended, unless law requires otherwise.
10. Client shall retain all originals or copies of all originals that constitute client documents.
11. Staff and volunteers who are in possession of client documents are required to keep such documents under a lock and key at all times.
12. Staff shall not leave sensitive information lying around for others to access.
13. Staff shall use all caution to assure that the potential for identity theft of our client is minimized.

14. Common sense is urged in dealing with clients. We deem our client communication, information, and documents as high priority and highly confidential.

If you believe we did not serve your interest, you need to know about our Grievance Policy

“DCRAC is committed to addressing problems when they occur. If the staff believes or is told by you that the complaint has not been satisfactorily resolved, the staff member is expected to bring the problem to the attention of the Executive Director. You are also encouraged to inform Rashmi Rangan, Executive Director, of any unresolved problems at your earliest possible convenience.”

If you believe you have been discriminated on the basis of race, color, national origin, sex, age, or disability, in the distribution of services and benefits resulting from our Programs, you may file a complaint:

DCRAC’s Low Income Tax Clinic Program

*Director, Office of Equal Opportunity Program
Department of the Treasury
1500 Pennsylvania Avenue, NW
Metropolitan Square--Room 6068
Washington, DC 20220*

DCRAC’s Fair Housing Initiative program

*Office of Fair Housing and Equal Opportunity
Department of Housing and Urban Development
Room 5204
451 Seventh St. SW
Washington, DC 20410-2000*

- A. **Informal Resolution:** Executive Director (and if dissatisfied with the ED, then the Public Integrity Committee) attempts to resolve the problem through informal discussion after investigating the nature of the complaint. If you remain dissatisfied you are reminded about our grievance procedure—in writing. You are also reminded that you must initiate the grievance procedure within sixty (60) days of receiving this letter.
- B. **Initiating Formal Action:** You may write to the Public Integrity Committee (PIC) at 601 North Church Street, Wilmington, DE 19801. The Committee shall assist in initiating this procedure.
- C. **Review/Resolution:** The Public Integrity Committee attempts to coordinate an informal meeting with you within five (5) business days (or as soon as practicable). The Committee affords you and staff member involved an opportunity to state your positions and to provide whatever documentation exists to support your contentions:
 - a. Reduces the statements in writing and
 - b. Makes a written disposition of the matter explaining the findings of fact and the rationale for disposition of the matter.

We retain Client Grievance related documents and files for ten (10) years.

I, the undersigned, received and read DCRAC’s disclosure, privacy, and grievance policies.

Signature

Name

Date