

# Delaware Community Reinvestment Action Council, Inc.

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## ***I, the counselor, pledge to***

1. *Treat you with the utmost respect and listen to you.*
2. *Keep you informed about your case, all available alternatives, and other resource that may help you.*
3. *Maintain confidentiality of your information, sharing it only for purposes of resolving your issue.*
4. *Leave messages that do not violate our confidentiality pledge to you.*
5. *Contact you in advance if I am unable to make my appointment due to circumstances beyond my control.*
6. *Respond to your request for information or your telephone call promptly.*
7. *Return all your documents to you when we close our files.*
8. *Work diligently toward resolution of your issue or helping you achieve your short-term financial goals.*
9. *Ask for relevant information because it is needed to achieve your goals.*
10. *Establish realistic goals and objectives today so that we may achieve them together.*

\_\_\_\_\_  
Counselor Signature

\_\_\_\_\_  
Today's date

## ***I, the client, pledge to***

1. *Treat you with utmost respect, listen to you, do my homework, and be patient.*
2. *Recognize that you work with many other clients and therefore, I will limit my contact with you to the extent that is reasonable.*
3. *Contact you in advance if I am unable to keep my appointment due to circumstances beyond my control.*
4. *Respond to your request for information or your telephone call promptly.*
5. *Keep you updated on any changed circumstances (address change, job gain/loss, etc.).*
6. *Work diligently toward resolving my issue or achieving my short-term financial goals.*
7. *Provide you with the relevant information because it is needed to achieve my goals.*
8. *Establish realistic goals and objectives today so that we may achieve them together.*

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Today's Date

## ***If you believe we discriminated against you, please note that you may file a complaint with:***

### **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

### **Fair Housing Initiative Program**

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