



Client Bill of Rights

Prompt & Courteous Service

We respond to you within 2 business days.

Non-Discrimination

We provide our services without regard to race, color, national origin, religion, sex, familial status, disability, age, creed, source of income, marital status, or sexual orientation

Accommodation

We are committed to providing access, and reasonable accommodation for all individuals (language, accessibility, hours, etc.). Please notify us in advance if you need to request special accommodation.

Privacy

We protect your communication, documents, and information.

Redress

Should we not meet your standard of expectations, please contact us (*see dispute resolution on the right*).

Professional Service

Our staff is highly qualified and trained in their area of expertise; we encourage continuing education to enhance their skills.

Conflict free

We may not be able to represent you if there is a conflict (our policy, our funding, our grant limitations, other clients, etc.).

Scope of Representation

We will identify complications and expertise required to resolve your problems, our resources, and if necessary and feasible, a list of referrals.

Fairness

There are no economic, social and cultural barriers to accessing our services.

We provide *ALL* our services *AT NO COST* in English, Spanish, and Hindi.

Dispute Resolution



Rashmi Rangan
Executive Director
302-824-5219

rrangan@dcrac.org

OR

Public Integrity Committee
600 South Harrison Street
Wilmington, DE 19805

Still unresolved?

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

Housing & Credit Clinic

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

Stepping Stones CFCU

National Credit Union
Administration
OCFPA
1775 Duke Street.
Alexandria, VA 22314