

# 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.



## About DCRAC

DCRAC is a nonprofit working to transform financial lives for Delawareans through advocacy, education, legislation and outreach. Since 1987, they have operated with the mission to ensure equitable treatment and equal access to credit and capital.

## Dispute Resolution



**Rashmi Rangan**

*Executive Director*

302-298-3250

[Rrangan@dcrac.org](mailto:Rrangan@dcrac.org)

OR

Public Integrity Committee

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