



Tribal Vocational Rehabilitation Program

3600 San Jeronimo Drive | Anchorage, AK 99508

907-793-3360 www.citci.org

Rights and Responsibilities

CITC PARTICIPANTS COMPLAINTS AND FEEDBACK

If you are unhappy with the services offered, or the way you are treated, you must follow the participant complaints and feedback procedure outlined in CITC Procedure #9.010.010. The first step in either a complaint or feedback is to contact the staff with whom you have a complaint/feedback to discuss or attempt to resolve the disputed action. If you are unable to resolve the disputed action with the staff, you then meet with the staff’s supervisor who will work with you to resolve the complaint or receive your feedback. For a complaint, if it remains unresolved, a formal complaint can be filed with the supervisor who will bring that complaint to the appropriate member of leadership for further action. Participants may request a change of case manager based on their personal preference, however at any point in time this may not be possible due to staffing availability.

- Be treated with respect by CITC staff and treat CITC staff with respect.
- Be treated without regard to race, color, creed, national origin, religion, sex, sexual preference, disability or age.
- Be treated with all safety measures being taken into consideration.
- Have all personal information treated in a confidential manner.
- Review consumer file with appropriate staff present.
- Be fully informed regarding any and all fees associated with services received at CITC TVR.
- Be given clear information regarding participation in all program activities.
- Follow CITC TVR program rules and regulations.
- Actively participate in decisions made in regards any services received from CITC TVR.
- Inform CITC TVR staff of any changes in consumer information, such as name, address, phone number, etc.
- Ask for clarification regarding any services received from CITC TVR.

AMERICANS WITH DISABILITIES ACT OF 1990

Cook Inlet Tribal Council, Inc. complies with Title II of the Americans with Disabilities Act of 1990. If you have questions, contact the CITC Corporate Affairs Officer at (907) 793-3407. ETSD does not provide medication management and does not provide a designated room for medication monitoring. CITC TVR is not able to release any medical documentation that is submitted or received in connection to an application for services.

Printed Name: _____

Signature: _____

Date: _____