

## **OCTOBER 2009**

### **CLIENT RIGHTS AND GRIEVANCES**

The agency received two informal grievances in October. The first informal grievance was reported by a client who alleged that their therapist had breached confidentiality by sharing information regarding their treatment with their guardian. The agency has guardianship paperwork on file for the person that the information was shared with regarding this client.

There is no detail to be provided for the second informal grievance because the guardian of a client left a message asking to speak with the Client Right's Officer regarding a complaint; however the guardian has not returned a call after the CRO left a message for them.