

Dear friend of DCRAC

Below you will learn about how we share information with you, how we treat your information, and what you should do if you are dissatisfied with our service to you. Please take a few minutes to review our promise to you. Our Board adopted the relevant policies on January 11, 2007.

### **Disclosure of public information**

We are pleased to provide members of the public who express an interest in our work with a meaningful opportunity to communicate with an appropriate representative of the organization. We make every effort to accommodate all modes of communication, including a toll-free phone line (1-877-825-0750); and fax (302-654-5046), email ([rashmi@dcrac.org](mailto:rashmi@dcrac.org)) and internet connection ([www.dcrac.org](http://www.dcrac.org)).

Copies of key DCRAC annual reports and audit reports are available in their entirety on our website at [www.dcrac.org/annual\\_report.htm](http://www.dcrac.org/annual_report.htm)

You have a right to inspect any of our documents that reside in the public domain. You do not have to provide us with a reason for inspection. Please direct your document request to me (Rashmi Rangan, Executive Director) by mail (601 North Church Street, Wilmington, DE 19801); by fax at 302-654-5046; or by email at [rashmi@dcrac.org](mailto:rashmi@dcrac.org). You can also review the documents at our office. If you require us to copy and/or mail any public documents, we charge .15 cents per page and for postage based on the total mailing cost.

We are a 501 (c) (3) nonprofit organization. Donations to our organization are tax deductible to the fullest extent of the law.

If you choose to contact us regarding our policies or activities, please note that our Client Privacy and Grievance Procedures apply to your request as well. These are listed below.

### **We guard your Privacy**

In order to maintain the high levels of trust that we have established with you, your personal information is kept confidential unless you specify otherwise. For this reason, confidentiality is emphasized throughout our personnel manual, and the confidentiality provision is included as an element of each of our position description. Our employment contract requires all employees to fully understand the aspects of the position they are accepting and agree to work within the parameters of that position description. Additionally, confidentiality is a primary component of our Policy on Conflict of Interest and Confidentiality. As new staff, volunteers, or Board Members join our team, each is required to submit an acknowledgement of this policy.

### **Our pledge to our clients**

1. All client communication, information, and documents are classified as high priority and highly confidential.

2. High priority and highly confidential documents are shared on a **need to know basis** with the prior consent of the client.
3. The need to know standard is that your information is needed to be shared with entities other than DCRAC in order to achieve your objectives and/or affect resolution of your controversy.
4. When your documents need to be shared with entities other than DCRAC under the need to know standard, we seek a release from you.
5. Your documents ARE NOT used for teaching/training purposes. Should such need arise, staff transcribes needed information on a blank form to ensure that no privacy and confidentiality issues are raised. I review each such form before it is used for training purposes.
6. All paper documents reside at 601 North Church Street in a locked filing cabinet.
7. When we maintain your information in our computer system, such information is password protected.
8. You will receive a copy of our privacy policy when we first meet.
9. You will also be advised of our client document destruction policy—which is 10 years from the date the controversy was resolved or ended.
10. We require that you retain all originals or copies of all originals that constitute your documents.
11. We require those in possession of your documents to keep such documents under a lock and key at all times.
12. We require that utmost care is taken with respect to your sensitive information. For example, documents are not left on the desk or your files are not stored where it can be accessed by an unauthorized user.
13. We require the use of all caution to assure that the potential for identity theft of our client is minimized. Especially, when dealing with tax forms, credit reports, and other papers that have the potential of jeopardizing your identity.
14. We urge common sense in dealing with client information.
15. We deem our client communication, information, and documents as high priority and highly confidential.

**If you are dissatisfied with our service, please contact Robert L. Watson, Jr. at [bobwat109@yahoo.com](mailto:bobwat109@yahoo.com) who will forward your concern to our Public Integrity Committee.**

When we first meet with you, we notify you of our grievance policy. We are committed to addressing problems as soon as they occur. If your issue has not been satisfactorily resolved, please bring the problem to my attention. If your concerns relate to me, please contact Bob Watson, Jr. as directed above.

- A. **Informal Resolution:** I or (and if dissatisfied with me, then the Public Integrity Committee) attempt to resolve the problem through informal discussion after investigating the nature of the complaint. If you remain dissatisfied you are reminded about our grievance procedure—in writing. You are also reminded

that you must initiate the grievance procedure within sixty (60) days of receiving this letter.

- B. **Initiating Formal Action:** You may write to the Public Integrity Committee (PIC) at 601 North Church Street, Wilmington, DE 19801. The Committee shall assist in initiating this procedure.
- C. **Review/Resolution:** The Public Integrity Committee attempts to coordinate an informal meeting with you within five (5) business days (or as soon as practicable). The Committee
  1. Affords you and staff member involved an opportunity to state your positions and to provide whatever documentation exists to support your contentions:
  2. Reduces the statements in writing and
  3. Makes a written disposition of the matter explaining the findings of fact and the rationale for disposition of the matter.

We retain Client Grievance related documents and files for ten (10) years.

Sincerely,

Rashmi Rangan  
[Rashmi@dcrac.org](mailto:Rashmi@dcrac.org)

February 1, 2007