

# Client Rights

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The policy of Clermont County Mental Health & Recovery Board (CCMHRB) and its contract agencies is to help Clermont County resident's recovery from a severe mental disorder or a substance abuse disorder. CCMHRB and its contract agencies believe in providing high quality services that are client centered and respect the privacy and wishes of the client. You are guaranteed of being treated as a partner in your treatment.

Each agency has a Client Rights Officer (CRO) who has the job of supporting you and not the agency if you have questions about your rights. The CRO of the agency you receive services from is your best resource in addressing a complaint or concern. Each agency has a grievance procedure for addressing your concerns.

## The Client Rights Officer for:

Clermont Counseling Center	Penny Middaugh	513-947-7000
Child Focus, Inc.	Lorre Lefur	513-752-1555
Clermont Recovery Center	Kim Allen	513-735-8100

If you believe your concern has not been resolved, you can contact the CRO at the Clermont County Mental Health & Recovery Board. Click on "The Grievance Process" for more information.