



## Purpose

This policy outlines the fundamental rights of participants that ensure a fair and respectful relationship between ATS and its clients.

## Customer Rights

- **Right to Information:** Participants have the right to receive clear, accurate information about products and services, including pricing, features, and terms of service prior to commitments.
- **Right to Safety:** Participants have the right to be provided with safe and reliable services that meet applicable standards.
- **Right to Privacy:** Participants have the right to privacy and confidentiality regarding their personal information. ATS will protect customer data and use it only for authorized purposes. Any heightened risk of exposure will be declared when it is made known to ATS.
- **Right to Fair Treatment:** Participants have the right to be treated fairly and respectfully without discrimination or harassment.
- **Right to Express Concerns:** Participants have the right to voice complaints or concerns about services or treatment received and to have those issues addressed promptly.
- **Right to Refunds and Exchanges:** Participants have the right to refunds or exchanges according to ATS policy.
- **Right to Accessibility:** Participants have the right to access services in a manner that is accommodating of a disability, a physical or mental impairment that substantially limits a major life activity or a major bodily function.
- **Right to Accountability:** Participants have the right to expect that ATS will honor their commitments and take responsibility for their actions and ATS will expect that Participants will honor their commitments and take responsibility for their actions.

## Policy Compliance

All employees and representatives of the company are expected to uphold these rights and provide exceptional service to customers at all times.



ABILITY TRAINING SERVICES

## Medicaid Agency Orientation (MAO) Participant Rights policy

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For questions, please contact ATS at **MAO@abilityts.com** or call **503-560-9980**.