

TIOGA OPPORTUNITIES, INC.

CUSTOMER BILL OF RIGHTS

Tioga Opportunities, Inc. welcomes you.
Its staff and management value all who walk through its doors.
Customer safety and satisfaction is our top priority.

To ensure quality and impactful services, customers can expect:

- ✓ A welcoming, empathetic, and caring environment
- ✓ Customer driven services
- ✓ Maximum privacy and confidentiality
- ✓ Non-discriminatory practices
- ✓ Fair and respectful treatment without bias
- ✓ Resourceful, knowledgeable, and compassionate staff
- ✓ Working together toward common goals
- ✓ Timely and prompt response to questions or concerns
- ✓ Assured access to personal files or records
- ✓ Customer grievance and complaint policy

OUR MISSION

To advance the self-sufficiency, well-being, and growth of individuals, families, and communities, through human services, education, advocacy, and resources.