

[EL02] Treatment of Clients

With respect to interactions with clients, or those applying to be clients, the CEO will not cause or allow conditions, procedures, or decisions which are inequitable, unsafe, disrespectful, unduly undignified, unnecessarily intrusive, or which fail to provide appropriate confidentiality and privacy. The CEO will not fail to communicate with clients about the activities and services offered. Accordingly, the CEO may not:

1. Use application forms or procedures that elicit information for which there is no clear necessity,
2. Use methods of collecting, reviewing, or storing client information that fails to protect against improper access to the information elicited,
3. Maintain facilities to provide a reasonable level of auditory and visual privacy,
4. Fail to provide procedural safeguards for the transmission of information,
5. Fail to establish a clear contract with consumers about the expectations of the services offered,
6. Fail to ensure that all clients receive equal treatment regarding activities or services provided by the Students' Association,
7. Fail to inform clients of this policy or to provide them with a grievance process if they believe they have not been accorded a reasonable interpretation of their rights under this policy,
8. Be without an effective communication strategy that coincides with the overall five (5) year plan, nor
9. Allow information that is inaccurate or out of date to be distributed or communicated to clients in any way.

Approved:	15/07
Reviewed:	
Modified:	04/25
