



Client Bill of Rights

All Clients of Better Life Partners have the right to:

1. Be cared for with love, belonging, and purpose and without shame, stigma, or judgment regarding the symptoms and chronic disease of addiction;
2. Be fully informed about the program, what to expect from treatment, and possible outcomes;
3. Receive confidential, evidence-based treatment from professionals who are knowledgeable, trained, and licensed or certified, as appropriate;
4. Be treated, or referred for contemporaneous treatment, for any co-occurring mental or physical health disorders;
5. A personalized treatment plan with frequent assessment, shared decision making, and the right to remain in treatment as long as is necessary and effective;
6. Education and support for families, friends, and loved ones;
7. Clean, safe, community-based treatment environments that provide partnering services that support recovery success.

Process for Filing a Complaint or Grievance:

Any client of Better Life Partners (BLP) can file a complaint about a staff member, provider, counselor, or about our treatment services or sites, by contacting our Compliance Department, at compliance@betterlifepartners.com, or calling 866-679-0831.

When a complaint is received, BLP will confirm receipt of the complaint, investigate, and respond with an initial reply within 48 hours.