

*“I had some housing problems and I didn’t know where to turn, so I called the Advocacy Project. I’m glad I did.”*

—Michael

*“The agency where I receive services did not follow their own policy, which was unfair to me. With the help of the Advocacy Project, I filed a grievance and the problem was fixed.”*

—Sonia

*“I didn’t feel that the quality of services I was receiving was up to snuff. The Advocacy Project helped me develop a clear expectation of good client service and how to hold the agency accountable.”*

—Manuel

*“I got suspended from services. The Advocacy Project helped me get back into services faster than I could have done it alone. They helped me when no one else would.”*

—Lavern



**HIV Consumer Rights  
Advocacy Project**

1540 Market Street, Suite 301  
San Francisco, CA 94102

# **HIV Consumer Rights Advocacy Project**

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*Providing mediation  
and advocacy for people  
living with HIV/AIDS in  
San Francisco, Marin  
and San Mateo  
Counties*



**HIV Health Services  
Planning Council**

SAN FRANCISCO, SAN MATEO, MARIN COUNTIES

**Our mission is to assist clients in resolving the barriers which prevent access to designated HIV services. In so doing, we strive to ensure that all clients receive appropriate and satisfactory HIV services through a comprehensive review of all grievances in a safe and HIV/AIDS sensitive environment.**

### **Who are we?**

The HIV Consumer Rights Advocacy Project is a project of the HIV Health Services Planning Council (CARE Council) pursuant to the Ryan White CARE Act.

### **Our Goals**

- Assist clients in filing grievances with HIV/AIDS Service Providers.
- Assist clients in mediating grievances with HIV/AIDS service providers.
- Assist clients in advocating grievances with HIV/AIDS service providers.
- Provide information and referrals to available HIV/AIDS services in San Francisco.

### **How we can help you**

Three steps to service

1. Complete the HIV service agency's internal grievance process.\*
2. If you are dissatisfied with the agency's final decision regarding your grievance, contact the HIV Consumer Rights Advocacy Project for a telephone or in-person appointment.
3. Complete an in-take interview with the HIV Consumer Rights Advocate in order to assess the basis of your complaint and to determine what reasonable steps are necessary and appropriate to resolve your claim.

\* *If you are unable to fill out the agency's grievance form, contact the HIV Consumer Rights Advocacy Project for assistance.*



### **Confidentiality**

All grievances and complaints will be kept confidential, if so desired by the client.

### **Bilingual Services**

Bilingual Services are available upon request.

### **Non-Discrimination Policy**

The HIV Consumer Rights Advocacy Project does not discriminate regardless of race, color, religion, ancestry, age, national origin, political affiliation, creed, domestic partnership status, marital status, sex, sexual orientation, gender identity, disability, or HIV/AIDS status.

### **How to contact us:**

#### **HIV Consumer Rights Advocacy Project**

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