

Deciding to seek *Pathways National Accreditation* is a commitment to a rigorous process that requires commitment of time and resources. As a customer of Pathways National Accreditation, you have certain rights and responsibilities during the accreditation or re-accreditation process. When you apply for Pathways accreditation, you accept the following:

Your Rights as a *Pathways* Customer:

- That you will receive prompt, satisfying customer service
- That you will be treated respectfully
- That the accreditation process provides an avenue to enhance and enrich the services you provide children and their families
- That the accreditation process is cooperative rather than punitive
- That the materials leading to accreditation are user-friendly
- That the process is culturally appropriate
- That your on-site visit is conducted by knowledgeable professionals

Your Responsibilities as a *Pathways* Customer:

- That you provide honest, accurate information
- That all staff contribute to the accreditation process
- That you follow your self-created timeline as closely as possible
- That you notify Pathways staff if the timeline is modified
- That you share any concerns of the accreditation process with Pathways staff
- That you treat Pathways staff respectfully