



NAME OF POLICY/PROCEDURE: Grievance Policy			FORM# 02	INITIAL DATE: 12/7/2022 REVISED DATE:
APPROVED BY INITIALS:	PRINTED NAME:			
DATE:	SIGNATURE:			

Policy

Any interested person shall have the right to formally express their grievances with Superior Connections Recovery Community Organization’s services, personnel, or its policies and procedures without any fear of reprisal.

Persons who might be in a position to file a grievance may include but might not be limited to the following:

- (1) Persons served by the organization
- (2) An advocate for the person/persons served by the organization
- (3) Organization personnel
- (4) A family member or friend of the person/persons served by the organization
- (5) A representative from another agency

NAME OF POLICY/PROCEDURE: Grievance Procedure			FORM# 03	INITIAL DATE: 12/07/2022 REVISED DATE:
APPROVED BY INITIALS:	PRINTED NAME:			
DATE:	SIGNATURE:			

Procedure

1. When possible, discuss the matter with Superior Connections staff. If the matter remains unresolved, or if such a discussion is not possible, go to the next step.
2. Request a Grievance/Complaint Form and complete it. Any need for assistance completing and/or submitting the form will be accommodated within reason. Submit the completed form to the Executive Director. They will investigate the complaint and respond in writing to you within five (5) working days of receipt of the form. If you remain dissatisfied with the resolution offered, you may take the next step. If your grievance is against the Executive Director, you may submit the completed form to the president of the Board of Directors.
3. Request that the Grievance/Complaint Form be forwarded to the president of the Board of Directors for review, or you complete a new Grievance/Complaint Form and submit it to the president of the Board of Directors. They will take one of the two following actions:
 - a. Provide you a written response, in addition to any other reasonable form of communication required to facilitate your comprehension, which will indicate the final disposition OR
 - b. Call a conference for all parties involved in the incident(s). The final disposition will be determined at this conference. A letter of disposition will then be issued to you within five (5) working days of the conference. Any need you have for other forms of communication in addition to the written letter will be accommodated within reason.