

# Grievance Policy

To provide a clear, accessible procedure for residents to submit complaints or grievances and ensure they are addressed fairly and promptly.

## 1. Internal Grievance Procedure – Plugged In Recovery

- Residents may file a complaint form through the Plugged In Portal app or directly with the House Manager.
- Contact Information:
  - Phone: (602) 919-4242
  - Email: [admin@azsober.com](mailto:admin@azsober.com)
  - Website: [www.AZsober.com](http://www.AZsober.com)
- Upon receipt of a grievance, the House Manager or designated staff will review the matter, meet with the resident, and respond with a resolution or next steps within a reasonable timeframe (typically within 5 business days).
- All grievances and responses will be documented and retained in the resident's file.

## 2. External Complaint Option – Arizona Department of Health Services

- If a resident feels the matter was not resolved satisfactorily internally, or if the grievance involves alleged violation of rights, licensing standards, or health & safety concerns, the resident may file a complaint with the state agency.
  - **Agency:** Arizona Department of Health Services (ADHS)
  - **Address:** 150 North 18th Avenue, Phoenix, AZ 85007
  - **Phone:** (602) 542-1025
  - **Website:** <https://www.azdhs.gov/complaints> (or search “File a Complaint” on [azdhs.gov](http://azdhs.gov))
  - **Email/Fax:** (Fax: 602-542-0883)

**Complaints may be submitted online at  
AzDHS's Complaint Tracker system.**