

## Step 2: Put It in Writing

If talking doesn't work or doesn't feel safe, write down your concern and submit it to a staff member, supervisor, or board representative. You can use the Grievance Form provided or simply submit a written note with:

- Your name (unless you'd prefer to remain anonymous),
- What happened,
- When it happened,
- Who was involved,
- What you'd like to see happen next.

## Step 3: We Review It

A designated team member or committee will review the grievance within 7 business days and may reach out for more information. We'll handle all concerns confidentially and respectfully.

## Step 4: Follow-Up


You'll receive a written or verbal response once a decision has been made—typically within 14 business days of your original complaint. If the issue requires more time, we'll let you know.

## No Retaliation

We take all concerns seriously and do not allow any kind of retaliation for filing a grievance in good faith. We're here to support your voice—not silence it.

## Become a Volunteer with SocialMN

Ready to make an impact? At **SocialMN**, we believe recovery is community work—and there's a place here for you. **Training and support are provided.** You don't need to have it all together—you just need to show up with an open heart.

 Learn more and drop us a line at [socialmn.org](https://socialmn.org)



# Grievances and Concerns

---

## Grievances or Concerns

For grievances or concern please consult our grievance committee member [joseph.powers@socialmn.org](mailto:joseph.powers@socialmn.org) or call our crisis hotline at 612-401-4864 and press three to connect to an advocate.

Additionally, you can contact the Minnesota Certification Board at 763-434-9787 or the Office of Inspector General. For instructions on filing a tip on a CLASSIFIED matter, call 1-800-447-8477.

*May 2025 Revision*

## Social MN Grievance Policy

At Social MN, we value open communication, mutual respect, and a safe space for all. We know that sometimes, concerns or conflicts come up. When they do, we want to handle them fairly and quickly.

## Step 1: Talk It Out

If you feel safe doing so, try talking directly with the person involved. Most problems can be solved with a calm conversation.

## Step 2: Put It in Writing

If talking doesn't work or doesn't feel safe, write down your concern and submit it to a staff member, supervisor, or board representative. You can use the Grievance Form provided or simply submit a written note with:

- Your name (unless you'd prefer to remain anonymous),
- What happened,
- When it happened,
- Who was involved,
- What you'd like to see happen next.

## Step 3: We Review It

A designated team member or committee will review the grievance within 7 business days and may reach out for more information. We'll handle all concerns confidentially and respectfully.

## Step 4: Follow-Up


You'll receive a written or verbal response once a decision has been made—typically within 14 business days of your original complaint. If the issue requires more time, we'll let you know.

## No Retaliation

We take all concerns seriously and do not allow any kind of retaliation for filing a grievance in good faith. We're here to support your voice—not silence it.

## Become a Volunteer with SocialMN

Ready to make an impact? At **SocialMN**, we believe recovery is community work—and there's a place here for you. **Training and support are provided.** You don't need to have it all together—you just need to show up with an open heart.

 Learn more and drop us a line at [socialmn.org](https://socialmn.org)



# Grievances and Concerns

---

## Grievances or Concerns

For grievances or concern please consult our grievance committee member [joseph.powers@socialmn.org](mailto:joseph.powers@socialmn.org) or call our crisis hotline at 612-401-4864 and press three to connect to an advocate.

Additionally, you can contact the Minnesota Certification Board at 763-434-9787 or the Office of Inspector General. For instructions on filing a tip on a CLASSIFIED matter, call 1-800-447-8477.

*May 2025 Revision*

## Social MN Grievance Policy

At Social MN, we value open communication, mutual respect, and a safe space for all. We know that sometimes, concerns or conflicts come up. When they do, we want to handle them fairly and quickly.

## Step 1: Talk It Out

If you feel safe doing so, try talking directly with the person involved. Most problems can be solved with a calm conversation.