



## GRIEVANCE FORM

Name of person filing grievance: \_\_\_\_\_

Complaint: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Steps you have taken thus far: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Recommended Action: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature \_\_\_\_\_ Date: \_\_\_\_\_

Executive Director \_\_\_\_\_ Date: \_\_\_\_\_

## **Due Process and Conflict Resolution**

Conflict-disagreement, opposition, struggle, controversy; Discord of action, feeling, or effect of interests, principles, or ideas. Incompatibility or interference of idea, desire, event, or activity w/others.

Conflict can arise from a concern, confusion or question over someone's actions or directions, a direct attack or sin against you, a feeling of being offended, a misunderstanding of someone's intentions, gossip, etc. Conflict is often, but not always, initiated by gossip. Strife is stirred up between people by sharing information unnecessarily, intentionally or not. Sometimes it's from mishearing, misreading, or misunderstanding others.

We can have victory over Satan's bait of offense by following biblical principles in *Matthew 18:15-17*, speaking to one another directly and in love to restore the relationship from the conflict. If conflict cannot be resolved, we are called to pursue reconciliation with others. Always focus on your motive, "If our desire is to honor Christ, everything else will follow." Honestly ask yourself, "Am I looking to restore this relationship? Am I trying to defend myself? Am I hoping to point out how I was wronged? Am I gathering evidence from others against this person? Am I just trying to get my way? Or could it be that I am the one who was truly in the wrong??"

### **Conflict Resolution Procedure**

Everyone involved at Hope Harbor (residents, families, staff, volunteers, other) that has a conflict with another are expected to use the following procedure toward resolution (conflicts with staff resolved within 24 hours):

1. Ask someone to pray with you.
2. Respectfully and calmly discuss the issue with the person involved directly; if it is a discipline, go to the staff who assigned the discipline; if it is conflict with another resident, discuss the issue with staff present.
3. If that does not satisfactorily resolve the issue, bring the issue to Program Coordinator.
4. If Program Coordinator is unable to resolve the issue at this step, or if the issue is with Program Coordinator, you may next consult the Director. A meeting will be scheduled between the parties to find an acceptable solution.
5. If Director is unable to resolve issue to satisfaction, a resident may initiate the grievance process at step 4.

### **Complaint/Grievance Procedure**

Residents and/or parents of Hope Harbor, Inc. may express complaints and grievances about House of Hope. The steps in the grievance process are as follows:

1. Talk to staff involved and attempt to resolve your complaint or grievance on an informal basis. If not resolved, talk to the staff person's direct supervisor.
2. File the complaint with the Executive Director, verbally or in writing. The Director will respond within 5 days. Or, steps one may be omitted and initial complaint may be filed with the Director.
3. If complaint has not been resolved satisfactorily, the complaint may be filed in writing to the Board of Directors (Hope HarborMN Board of Directors PO Box 26 Marshall MN 56258). The complaint will be addressed at the following board meeting. The board meets monthly.
4. If not addressed satisfactorily, the complaints may be filed with one or both of the following:

MN Dept of Human Services	MN State Office of Ombudsman
Division of Licensing	121 7th Place E. Ste 420
444 Lafayette Road	St. Paul, MN 55101-2117
St. Paul, Minnesota 55155	1-800-657-3506
651-296-3971	<a href="mailto:ombudsman.mhdd@state.mn.us">ombudsman.mhdd@state.mn.us</a>

#### **Note:**

- Hope Harbor will not attempt to influence a resident's statement about the facility in the grievance document or during an investigation resulting from the grievance.
- Hope Harbor will make the necessary forms available to the person who wants to make the grievance. In addition, a copy of the form is located in the Resident Handbook and Parent Handbook.
- Those reporting grievance will not be retaliated against or subject to adverse action as a result of filing grievance.
- Hope Harbor will: document the grievance filed, document findings of investigation, report resulting action, keep documentation on file at the facility for two licensing periods.