

## Grievance Policy

1. All clients have the right and are encouraged to communicate his or her grievance to Recover & Renew Homes, Inc. staff member(s) or company representative. There will be no consequences or retaliation for the resident filing a grievance.
2. All residents have a right to file a formal written grievance. The resident may request a form from any staff member or House Manager. The resident should fill out the form and return it to any staff member or the House Manager.
3. Written grievances shall be forwarded to the Recover & Renew Homes, Inc. owners, Gary & Jamie Berg.
4. In the instance where the House Manager is the subject of a grievance, decision making authority shall be delegated to Recover & Renew Homes, Inc. owners, Gary & Jamie Berg.
5. Time frame for expedient resolution is two business days upon receipt of the complaint/grievance.
6. The resident will be sent a written notice of the grievance outcome and steps for appealing the outcome.
7. Throughout this process, the resident has the right to contact, make a complaint and/or appeal the grievance outcome to the Pennsylvania Alliance of Recovery Residence (PARR).

Print Name: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_