



**WECOVERY OPERATED BY BEYOND BRINK**  
509 South Front Street  
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## COMPLAINT / GRIEVANCE POLICY

All participants of WEcovery operated by Beyond Brink (Beyond Brink) have a right to be treated fairly with dignity and respect. If a situation arises where a participant feels they were not treated appropriately or that their rights have been violated, that participant may formally or informally file a grievance.

At service initiation, staff will explain the grievance procedure to the participant or the participant's representative. The grievance procedure must be posted in a place visible to participants and made available upon a participant's or former participant's request.

The internal grievance system:

1. A staff member is available to help you develop and process a grievance. A grievance will be responded to within three days of a staff member's receipt of the grievance, and the participant may bring the grievance to the highest level of authority in the program if not resolved by another staff member.
2. You are welcome to talk directly to the person involved in the grievance, ask another staff person, your case manager, or another individual to help if you are uncomfortable doing this alone. If you cannot resolve the complaint in this way, then:
3. Talk to a staff person privately about the complaint and ask them to assist you in resolving the issue. If you cannot resolve the complaint in this way, then the issue should be brought to the Supervisor on duty.
4. If the issue remains unresolved, you may have the complaint reviewed by the Director, Brandy Brink.

If you are unable to resolve your issue with the internal grievance procedure, you may use the external grievance system by contacting an outside agency with your complaint. The following is a suggested list of agencies which may be helpful in addressing your complaint:

- DHS Licensing Division Licensing Division - 444 Lafayette Road in St. Paul, 55155 (651) 431-6500
- Office of Health Facilities Complaints – 85 7<sup>th</sup> Place E. Suite 220 in St. Paul 55101 (651) 201-4201
- Minnesota Adult Abuse Reporting Center (MAARC) – 844-880-1574
- Office of Ombudsman for Mental Health and Developmental Disabilities - 121 7th Place E. Suite 420 in St. Paul 55101 (651) 757-1800 TDD: 1(800) 657-3506

I have been given the explanation and copy of the Complaint/Grievance Policy.

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Participant Signature

Date

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Staff Signature

Date