BEYOND BRINK (DBA WECOVERY)
314 Chestnut Street
Mankato, MN 56001
P: 507-779-7091
F: 507-779-7092
www.wecovery.me

Grievance Policy & Procedure

All participants of WEcovery operated by 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 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. You are encouraged to talk directly to the person involved in the grievance. You are welcome to ask another staff person, your case manager, or another trusted individual to help if you are uncomfortable doing this alone.

2. If you cannot resolve the complaint in the way described above, a ***Grievance Form*** **can be completed and turned into any WEcovery Beyond Brink staff member**. A staff member is available to help you process and/ or write up your formal grievance if necessary.

3. Staff will then submit the *Grievance Form* to their supervisor or other appropriate entity following the organizational chart.

4. Once received by staff, acknowledgement of receipt will be communicated within three business days. WEcovery Beyond Brink then will follow up with a formal response within 10 business days.

5. If individual filing the *Grievance* is dissatisfied with the result of the above steps, you may contact:

   Brandy Brink, Executive Director: Brandy@beyondbrink.com or (507) 779-1075

If you still have a complaint about the provider or the person providing your peer recovery support services, you may contact the Minnesota Alliance of Recovery Community Organizations (MARCO) or the Office of Ombudsman for Mental Health and Developmental Disabilities. Their contact information can be found on the following page.

BEYOND BRINK (DBA WECOVERY)
314 Chestnut Street
Mankato, MN 56001
P: 507-779-7091
F: 507-779-7092
www.wecovery.me

Required Statement to provide to each Peer Recovery Support Services Participant:

As required by Minnesota Statute 254B.05, Subdivision 1 (d) (14), you are receiving this statement as a voluntary participant in Peer Recovery Support Services provided by this Recovery Community Organization:

If you have a complaint about the provider or the person providing your peer recovery support services, you may contact the Minnesota Alliance of Recovery Community Organizations. You may also contact the Office of Ombudsman for Mental Health and Developmental Disabilities.

Minnesota Alliance of Recovery Community Organizations	**Office of Ombudsman for Mental Health and Developmental Disabilities**
How to file a complaint: https://marcomn.org/rco-grievance-policy-and-procedure/ Phone: (612) 888-9001 Website: https://marcomn.org/ Email Address: info@marcomn.org Mailing Address: 800 Transfer Rd., Ste. 31, Saint Paul, MN 55114	How to file a complaint: https://mn.gov/omhdd/client-services/how-to-file-a-complaint.jsp Phone: 651-757-1800 or 1-800-657-3506 Website: https://mn.gov/omhdd/ Email Address: ombudsman.mhdd@state.mn.us Mailing Address: 332 Minnesota Street, Suite W1410, First National Bank Building, Saint Paul, MN 55101-2117

WEcovery Beyond Brink will not retaliate against a participant in peer recovery support services because of a complaint.

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

_____ _____

Participant Signature Date

Board Approval: ____2/20/26_____