

ABC ORGANIZATION POLICY AND PROCEDURE

APPROVED ON: 00/00/XXXX

REVIEWED ON: 00/00/XXXX

REVISED ON: 00/00/XXXX

NARR STANDARD C7b.

GRIEVANCES AND APPEALS

ABC Organization has established procedures to be followed if a member feels that his/her rights have been violated. A member shall not be subjected to retaliation from use of the recovery residence's grievance process.

1. Members are encouraged to address the grievance with his/her house manager. If the member's grievance is with the house manager, the member may address the owner/operator.
2. Grievances should be made in writing per ABC Organization's Grievance/Concern Form.
3. The house manager shall have up to 3 business days to respond.
4. Responses to grievances/concerns will be communicated in person and documented in writing.
5. If the griever is not satisfied with the house manager's response, they are encouraged to contact the organization's owner/operator.
6. Members maintain the right to contact their Patient Advocacy Representative.
7. Upon exhaustion of the above, the Vermont Alliance for Recovery Residences is an independent resource for certified recovery residencies, which are required to post information about filing a complaint.