

**PERSON IN RECOVERY
POLICY 301
GRIEVANCE PROCEDURE**

Purpose:

The purpose of this policy is to promote a person in recovery's rights by providing a simple process to address complaints or grievances.

Policy:

Each person in recovery will be encouraged and assisted in continuously sharing ideas and expressing concerns in informal discussions with CPRS. Each concern or grievance will be addressed and attempts will be made to reach a fair resolution in a reasonable manner. Should a person and/or legal representative feel an issue or complaint has not or cannot be resolved through informal discussion, they should file a formal grievance with the Director of HR and Operations. Staff and persons in recovery and/or legal representatives will receive training regarding the informal and formal grievance procedures. This policy will be provided, orally and in writing, to all people in recovery and/or legal representatives. If a person in recovery and/or legal representative feels their formal complaint has not or cannot be resolved, they may bring their complaint to the highest level of authority in the program, the Executive Director who may be reached at the following:

Name: Justin McNeal (Executive Director)
Email: justin@beginanewrecovery.org
Telephone Number: 763-252-6571

The CPRS will ensure that during the service initiation process, there is an orientation for each person in recovery and/or legal representative to the company's policy on addressing grievances. Throughout the grievance procedure, interpretation in languages other than English and/or with alternative communication modes may be necessary and will be provided upon request. Persons supported and/or legal representatives may file a grievance without threat or fear of reprisals, discharge, or the loss of future provision of appropriate services and supports.

Procedure:

- A. If for any reason a person in recovery and/or legal representative chooses to use the formal grievance process, they will then notify in writing or discuss the formal grievance with the Director of HR and Operations.
- B. When a formal grievance is made, the Director of HR and Operations will initially respond in writing within 14 calendar days of receipt of the complaint.
- C. If the person in recovery and/or legal representative is not satisfied w/ the response, they will then notify in writing or discuss the formal grievance with the Director or HR and/or Executive Director, who will then respond within 14 calendar days.
- D. All complaints must and will be resolved within 30 calendar days of receipt of the complaint. If this is not possible, the Director of HR and Operations will document the reason for the delay and the plan for resolution.
- E. As part of the complaint review and resolution process, a complaint review will be completed and documented by the Executive Director and/or Director of HR and Operations. The complaint review will include an evaluation of whether:
 1. Related policies and procedures were followed.
 2. The policies and procedures were adequate.
 3. If there is a need for additional employee training.
 4. The complaint is like past complaints with persons in recovery, employees, or services involved.
 5. If there is a need for corrective action by the company to protect the health and safety of persons in recovery.
- F. Based on the results of the complaint review, the company will develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by employees or the company, if any.
- G. The Complaint Summary and Resolution Notice will be maintained.

**STAFF AND VOLUNTEERS
POLICY 301A
GRIEVANCE PROCEDURE**

1. Purpose:

The purpose of this grievance procedure is to provide a structured process for addressing and resolving concerns or complaints raised by staff and volunteers within the Begin Anew organization. This ensures a fair, transparent, and consistent approach to handling grievances, promoting a healthy and supportive work environment.

2. Scope:

This procedure applies to all staff members and volunteers of the organization.

3. Definitions:

- Grievance: Any concern or complaint raised by a staff member or volunteer regarding their work, work environment, or relationships with colleagues.
- Grievant: The staff member or volunteer who raises the grievance.
- Respondent: The individual(s) against whom the grievance is raised.

4. Procedure:

4.1. Informal Resolution:

1. Initial Discussion:
 - The grievant is encouraged to discuss the issue directly with the respondent to seek an informal resolution.
 - If the grievant feels uncomfortable approaching the respondent directly, they may seek assistance from their immediate supervisor or a designated mediator within the organization.
2. Supervisor/Mediator Involvement:
 - The supervisor or mediator will facilitate a discussion between the grievant and the respondent to resolve the issue informally.
 - The goal is to reach a mutually agreeable solution without escalating the grievance to a formal procedure.

4.2. Formal Grievance:

3. Submitting a Grievance:
 - If the issue is not resolved informally, the grievant may submit a formal written grievance to the Executive Director.
 - The written grievance should include a detailed description of the issue, any relevant dates, and the desired outcome.

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4. Acknowledgment:
 - The HR department or Grievance Officer will acknowledge receipt of the grievance in writing within five (5) business days.

5. Investigation:
 - An impartial investigator will be appointed to investigate the grievance.
 - The investigator will gather relevant information, including interviewing the grievant, the respondent, and any witnesses.
 - All parties involved will be treated fairly and given an opportunity to provide their perspective.

6. Resolution Meeting:
 - Upon completion of the investigation, the investigator will schedule a resolution meeting with the grievant and respondent to discuss the findings.
 - Both parties may be accompanied by a colleague or representative for support during this meeting.

7. Decision:
 - The investigator will provide a written decision within ten (10) business days of the resolution meeting.
 - The decision will include the findings, any actions to be taken, and the rationale for the decision.

4.3. Appeal:

8. Submitting an Appeal:
 - If the grievant or respondent is dissatisfied with the decision, they may submit a written appeal to the Executive Director within ten (10) business days of receiving the decision.
 - The appeal should state the grounds for appeal and any new evidence to be considered.

9. Review of Appeal:
 - The Executive Director or an appointed Appeals Committee will review the appeal and may conduct further investigations if necessary.
 - The Appeals Committee will aim to reach a decision within fifteen (15) business days of receiving the appeal.

10. Final Decision:
 - The decision of the Executive Director or Appeals Committee is final and will be communicated to all parties in writing.

5. Confidentiality:

All grievances will be handled with the utmost confidentiality. Information will only be shared with individuals directly involved in the investigation and resolution process.

6. Non-Retaliation:

The Begin Anew organization strictly prohibits retaliation against anyone who raises a grievance in good faith. Any form of retaliation will be subject to disciplinary action.

7. Record Keeping:

The HR department or Grievance Officer will maintain records of all grievances, investigations, and resolutions for a minimum of five (5) years.

8. Review of Procedure:

This grievance procedure will be reviewed annually to ensure its effectiveness and compliance with relevant laws and organizational policies.