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**Template Grievance Policy and Procedure**

**Name of Person to Submit Grievances To:**

**Contact Information:**

At Name of House it is our desire to address any concerns or grievances that you may have in a timely manner. There are steps in place for you to have your concern addressed.

If you have a concern or an issue that needs to be addressed, or if you feel that your rights have been violated, you are encouraged to speak to the house manager first to resolve the issue.

If the issue is not resolved by talking with the house manager informally, you may file a written grievance. If you need help writing a grievance, you may request help and name of house will ensure that there is an appropriate person to help you.

We prefer that you use the following process outlined below. However, if you may always contact the executive director, local board or Ohio Recovery Housing at any time.

Please include in your grievance the following information:

* Details of the issue that needs to be addressed
* What date or dates the issue or problem occurred
* The names of any individuals involved
* What rights you feel were violated

Name of House will investigate the issue. Name of House may ask you other individuals involved about the issue. These questions will be to learn more about your concern.

Within seven business days, Name of House will request to schedule a meeting with you to resolve the issue at this meeting, Name of House will let you know if action will be taken on your concern and what those actions are. You are not required to attend this meeting. Regardless if you attend this meeting or not, Name of House will provide you a letter with their formal response to your concern and any actions that will be taken as a result of your concern.

You may appeal this decision to the board of directors. To request an appeal - submit a written request to Name and contact information. The board of directors will consider your appeal at the next board meeting and provide you a written response of their decision within five business days of the board meeting. All decisions of the board of directors are final.

At any time, the resident may contact funding agency at phone number or oversight entity at phone number. The resident may also submit a formal complaint with Ohio Recovery Housing online at <https://rhoads.orh.ai/complaint/>.

**Date Approved:** \_\_\_\_\_\_\_\_\_\_

**Date Updated:** \_\_\_\_\_\_\_\_\_\_