



## **Grievance Policy & Procedures**

### **Policy & Purpose**

Our grievance procedure policy explains how residents can voice their complaints in a constructive way. JUST Living Recovery Staff and Senior Residents should know everything that negatively impacts residents or hinders their ability to be present or part of the JUST Living Recovery community, so they can resolve it as quickly as possible. Residents should be able to follow a fair grievance procedure to be heard and avoid conflicts.

JUST Living Recovery encourages residents to communicate their grievances. That way we can foster a supportive, safe and pleasant sober living community for everyone.

### **Scope**

This policy refers to everyone in the JUST Living Recovery community regardless of position or status.

### **Policy Elements**

#### **Grievance definition**

We define grievance as any complaint, problem or concern of a resident regarding the JUST Living Recovery home, fellow residents, or members of staff.

Residents can file grievances for any of the following reasons:

- Sexual harassment
- Threat of violence or violence
- Racial discrimination
- Discrimination based on gender or sexual orientation
- Health and safety
- Staff or resident behavior
- Adverse changes in living conditions or community conditions

This list is not exhaustive. However, residents should try to resolve less important issues informally before they resort to a formal grievance.

Residents who file grievances can:

- Reach out to the Senior Resident, Executive Director, Program Administrator or Board of Directors.



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- File a grievance form explaining the situation in detail
- Refuse to attend formal meetings on their own
- Appeal on any formal decision

Residents or Staff who face allegations have the right to:

- Receive a copy of the allegations against them
- Respond to the allegations
- Appeal on any formal decision

The organization is obliged to:

- Have a formal grievance procedure in place
- Communicate the procedure
- Investigate all grievances promptly
- Treat all residents who file grievances equally
- Preserve confidentiality at any stage of the process
- Resolve all grievances when possible
- Respect its no-retaliation policy when residents file grievances with the organization; residents that file grievances will not face retribution, intimidation, or other negative consequences
- Document all grievances in the resident's file and retained for at least three years

## Procedures

Residents are encouraged to talk to each other to resolve their problems. When this isn't possible, residents should know how to file a grievance:

1. File a grievance form explaining the situation in detail, which is sent via email or given to either the Senior Resident and/ JLR Staff. The Grievance form should be submitted within 30 days of the incident.
2. JLR Staff will schedule time to meet with the resident within 1-3 days and will try to resolve the problem. If the complaint involves the Senior Resident, the written complaint can go directly to JLR Staff, who will set the meeting and work to resolve the issue. The Senior Resident or staff will respond to any grievance as quickly as possible. If the complaint concerns the Executive Director or Program Administrator, the resident should send their complaint to a Board Member of their choosing.
3. If the grievance involves sexual harassment or threat of violence or violence, it's the Senior Resident's responsibility to bring it to the Executive Director or Program Administrator immediately. If the grievance concerns either the Executive Director or Program Administrator, the resident should bring it to a Board member of their choosing immediately.



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4. Accommodate the procedure outlined below.

The Senior Resident (or JLR Staff if the complaint is against the Senior Resident) should follow the procedure below:

1. Talk with the resident to ensure the matter is understood completely
2. Provide the resident/staff member who faces allegations with a copy of the grievance
3. Organize mediation procedures (e.g. arranging a formal meeting)
4. Investigate the matter or ask the help of an investigator when needed
5. Keep residents informed throughout the process
6. Communicate the formal decision to all residents/staff members involved
7. Take actions to ensure the formal decision is adhered to
8. Deal with appeals by gathering more information and investigating further
9. Keep accurate records

**Any unresolved grievances should be escalated to the Colorado Association of Recovery Residences (CARR).**

CARR Contact Information: (720) 782-0989

Every resident will be given a copy of this policy and procedures as part of their onboarding into the JUST Living Recovery community.

By signing below, you acknowledge that you have read and received a copy of the JUST Living Recovery Grievance Policy and Procedures.

Resident full name (printed): \_\_\_\_\_

Resident signature: \_\_\_\_\_

Date: \_\_\_\_\_