

Peer2Peer Recovery

Grievance Policy

Effective Date: December 21, 2024

Approved By: Board of Directors

1. Purpose

Peer2Peer Recovery is committed to providing a safe, supportive, and respectful environment for all individuals engaging with our services. This Grievance Policy establishes a clear and fair process for individuals to raise concerns or complaints regarding services, staff conduct, or organizational practices, and ensures those concerns are addressed promptly and appropriately.

2. Scope

This policy applies to:

- Clients and program participants
- Family members or caregivers of clients
- Volunteers
- Community members interacting with Peer2Peer Recovery

It covers grievances related to:

- Service delivery or quality of care
 - Interactions with staff, volunteers, or board members
 - Discrimination, harassment, or mistreatment
 - Policy or procedural concerns
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3. Right to File a Grievance

Every individual has the right to file a grievance without fear of retaliation, loss of services, or discrimination. All grievances will be treated confidentially to the extent possible.

4. Filing a Grievance

A grievance may be submitted in writing or verbally to any staff member, volunteer, or directly to the Program Director. Grievances may also be submitted via email or mailed to the organization's address.

A grievance should include the following information:

- Name and contact information of the person filing the grievance (optional if anonymity is requested)
 - Date(s) and description of the incident or issue
 - Names of individuals involved (if applicable)
 - Any supporting documentation or evidence
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5. Grievance Process

A. Acknowledgment of Receipt

All grievances will be acknowledged within **five (5) business days** of receipt.

B. Investigation

The Program Director or a designated representative will:

1. Review the grievance details and supporting documentation.
2. Conduct interviews with involved parties, if necessary.
3. Maintain confidentiality and impartiality throughout the investigation.

C. Resolution and Response

- A written response will be provided within **fifteen (15) business days** of acknowledging the grievance, detailing:
 - Findings of the investigation
 - Any corrective action to be taken
 - Steps for appeal if the individual is dissatisfied with the resolution
 - If additional time is required, the individual will be notified with an updated timeline.
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6. Appeals Process

If the individual is dissatisfied with the resolution, they may submit an appeal in writing to the Board of Directors within **ten (10) business days** of receiving the response.

The Board will:

- Review the grievance and original investigation
- Determine whether further investigation is warranted
- Issue a final written decision within **fifteen (15) business days** of receiving the appeal

The decision of the Board of Directors shall be final.

7. Recordkeeping

All grievances, investigations, responses, and appeals will be documented and maintained securely in organizational records for a minimum of **seven (7) years**.

8. Policy Review

This policy will be reviewed annually by the Board of Directors and updated as needed to remain compliant with applicable laws, regulations, and best practices.

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