

LOTUS RECOVERY HOUSE GRIEVANCE POLICY

Purpose: To assist the Lotus Recovery House in its commitment to address any concerns regarding resident rights that residents may have in a timely manner.

1. Policy Guidelines

- A. All residents will be informed of their residential rights and the grievance process upon admission into the Lotus Recovery House.
- B. If a resident has a concern regarding her rights or if she feels that her rights have been violated, she is encouraged to speak to the house manager first to resolve the issue.
- C. If desired, the resident may file a formal, written grievance. Staff can assist or seek appropriate assistance for a resident in writing the grievance if she requests help.
- D. Information about filing a grievance will be accessible in a conspicuous place in the home. Copies will be made available to residents upon request.
- E. A resident may file a complaint/grievance within a reasonable period of time from the date the event occurred. A reasonable period of time would be time in which objectivity can be reached in which to clearly, concisely state occurrence of event prompting the grievance.
- F. The Grievance Form should be completed and should include the following: details of the rights issue; date(s) and time(s) when the violation occurred and the names of the person(s) involved.
- G. The form should be completed and submitted to the Residential Grievance Officer. The LRH Director will serve as the Grievance Officer. In the Director's absence and/or if the grievance involves the LRH Director then it can be submitted to the Executive Director of the Mental Health and Recovery Services Board of Seneca, Sandusky and Wyandot Counties.
- H. The contact information for the Grievance Officers are as follows:

Lotus Recovery House Director

1200 North State Route 53

Tiffin, Ohio 44883

deputy@mhrsbsw.org

419-448-0640

Executive Director, Mental Health and Recovery Services Board of Seneca,
Sandusky and Wyandot Counties

1200 North State Route 53

Tiffin, Ohio 44883

director@mhrsbsw.org

419-448-0640

- I. The Director will provide written confirmation of receipt of the grievance and include the plan for reviewing/investigating the grievance, the timeframe for completion, which shall not exceed twenty-one (21) days, and the Director's contact information. In the event the Director cannot complete the review within the stated timeframe due to extenuating circumstances, the resident will be informed as to the reason.
- J. The Director will investigate the issue and will schedule a meeting with the resident within seven business days of receiving the grievance. The Director will discuss the violation and will attempt to resolve the issue with the resident. A written explanation of the resolution will be provided to the resident. A resident can decline to meet with the Director who then will provide the resident with a formal letter explaining the resolution. A resident can contact the Grievance Office at any time during normal business hours.
- K. A resident will be informed that they can appeal the decision by submitting a written request to the Mental Health and Recovery Services Board Executive Director within 30 days of submitting the concern. The Executive Director will review the written request and provide the resident with a written response within five business days. If the Executive Director served as the Grievance Officer then the grievance should be submitted to the MHRSB Board Chairperson by contacting the Board office.
- L. A resident will also be informed that they may also contact Ohio Recovery Housing at 614-453-5133 with concerns.
- M. Resident grievances shall be retained for three (3) years from the date they are received. Grievances are considered to be confidential information subject to the Confidentiality Policy.

Approved By:



Date Approved: April 16, 2020

Date Revised: N/A