

Clean Acres Recovery Housing

Resident Rights and Grievance Policy and Procedure

1. Clean Acres/New Housing Ohio recognizes residents have rights. If the consumer has a complaint concerning these rights the resident can contact the Consumer Rights Officer. The Officer will investigate the complaint and contact the resident within five business days. If the complaint cannot be resolved by phone, the officer will meet face to face to assist the resident in resolving the complaint or in preparing a written complaint.
2. If the complaint is not resolved, the written complaint will be forwarded to the Executive Office and a hearing will be scheduled within ten business days from the time the written complaint was initiated. The Executive Office and Consumer Rights Officer will attend the hearing. If the resident wishes, the Consumer Rights Officer will represent the resident and the resident's complaint at the hearing. Every effort will be made to resolve the complaint at the hearing. The resident will be provided written notification and explanation of the resolution within five business days of the hearing. In any case, the time between filing a complaint and resolutions will not exceed twenty business days.
3. If the Consumer Rights Officer is the subject of the resident's complaint, the Executive Office will immediately assist the resident. If the Executive Office is the subject of the resident's complaint, then the Chairperson of the Board of Directors will immediately assist the resident.
4. The Consumer Rights Officer's responsibility is to assure compliance with the Resident Rights and Grievance Procedure. As the Consumer Rights Officer, **Shannon Stamper** is given full authority to supervise this program throughout the organization. If the Consumer Rights Officer is the subject of the grievance or is unavailable, **Teresa Carrier** is the alternate Consumer Rights Officer.

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Grievance Form

Name of Person Filing: _____ Date Filing: _____

Address and Phone Number: _____

Describe below in detail your reason for filing a grievance: _____

Signature _____

Date _____

(Please use the back side of this form if you need more space.)