

## **Recovery Alliance Duluth**

### **Participant Complaint & Grievance Policy**

At Recovery Alliance Duluth, we believe that everyone deserves to be treated with dignity, respect, and fairness. If you ever feel that you've been treated unfairly or that your rights have not been honored, you have the right to share your concern through a grievance process—either informally or formally.

#### **How to File a Grievance**

You can choose to share your concern in one of the following ways:

##### **Step 1 – Talk it Out (if you feel safe and comfortable)**

You're encouraged to first speak directly with the person involved to try to resolve the issue. Many concerns can be addressed through open and respectful communication.

##### **Step 2 – Talk to Another Staff Member**

If you're not comfortable talking directly to the person, or if that didn't resolve the concern, speak with a different staff member. They can help support you and work with you to find a resolution.

##### **Step 3 – Bring It Higher**

If the issue remains unresolved, you can bring your concern to the Team Lead, Program Director or the Executive Director. You're welcome to have someone support you in this process, such as another professional you work with, an advocate, or staff member.

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#### **Response Timeline**

Once a grievance is submitted, a staff member will respond within three business days. If needed, you can continue to bring the concern to the highest level of leadership at RAD until it's resolved. To contact a RAD Board member email to [board@recoveryallianceduluth.org](mailto:board@recoveryallianceduluth.org).

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#### **Still Need Help? External Resources Are Available**

If you're not able to resolve the concern internally at RAD, you may contact the following outside agencies:

- DHS Licensing Division  
444 Lafayette Road, St. Paul, MN 55155  
Phone: (651) 431-6500
- Minnesota Adult Abuse Reporting Center (MAARC)  
Phone: 1-844-880-1574
- Office of Ombudsman for Mental Health and Developmental Disabilities  
121 7th Place E., Suite 420, St. Paul, MN 55101  
Phone: (651) 757-1800 | TDD: 1-800-657-3506

If you have any questions or would like support with this process, please reach out to hello @recoveryallianceduluth.org. We are here to listen, advocate, and walk alongside you.