



Orange County Sober Living Coalition

Resident rights to file written complaints

We encourage residents to seek resolution of disputes within the home – either with a house manager, senior resident or with the home operator. If a dispute or complaint cannot be resolved in that manner, residents of currently approved Los Angeles County Sober Living Coalition homes have the right to file a grievance with the Coalition.

- 1) IF YOUR DISPUTE IS WITH ANOTHER RESIDENT: Make a written complaint to the house manager, senior resident, head of household, or equivalent responsible person.
- 2) IF YOUR DISPUTE IS WITH A MANAGER OR SENIOR RESIDENT/HEAD OF HOUSEHOLD: Make a written complaint to the home's operator or management representative.
- 3) IF THE YOUR DISPUTE IS WITH THE OPERATOR OF THE HOME, OR IF YOU FEEL YOUR PRIOR COMPLAINT HAS BEEN IGNORED AT THE RESIDENCE LEVEL: You may file a formal, written grievance with the Sober Living Coalition. Send the grievance to:

Orange County Sober Living Coalition
5022 Magnolia Avenue
Cypress, CA 90830

Or through the web: www.soberhousing.net → Contact Us → Fill in required fields

Complaints must be from a current resident, signed by the resident, and include a phone number where the resident may be contacted. Formal grievances may not be lodged by phone. However, if a resident wishes to contact the Coalition field office by phone for information about the process, they may call Grant McNiff at (714) 875-2954.

Complaints need to be specific enough to support fact finding. Coalition authority to intervene in resident matters is limited to violations of the Network standards or Code of Ethics.

If this does not resolve the issue, the resident has the right to contact the Sober Living Network at (310) 396-5270 or by email to slnetwork@earthlink.net.

Contact information for the Sober Living Network is always listed on the website:
www.soberhousing.net