



# Los Angeles 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:

Los Angeles County Sober Living Coalition  
2531 E. James Ave.  
West Covina, Ca 91791

Or through the web: [www.soberhousing.net](http://www.soberhousing.net) → Contact Us → Fill in required fields

Grievances 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 (626) 712-1348.

Complaints need to be specific enough to support fact finding.

**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](mailto:slnetwork@earthlink.net).**

Contact information for the Sober Living Network is listed on the website: [www.soberhousing.net](http://www.soberhousing.net)