

San Bernardino Sober Housing Coalition

GRIEVANCE POLICIES

SOBER HOUSING GUESTS HAVE THE RIGHT TO FILE A WRITTEN GRIEVANCE WITH THE SAN BERNARDINO SOBER HOUSING COALITION IF THEY HAVE A LIGITIMATE ISSUE:

1. IF THE GRIEVANCE IS WITH ANOTHER GUEST IN YOUR HOUSE, THE GRIEVANCE MUST BE IN WRITING AND GIVEN TO THE HEAD OF HOUSE.
2. IF THE GRIEVANCE IS WITH THE HEAD OF HOUSE, THE WRITTEN GRIEVANCE MUST BE GIVEN TO THE OWNER.
3. IF THE GRIEVANCE IS WITH THE OWNER OF THE HOUSE, OR YOU FEEL YOUR WRITTEN GRIEVANCE HAS BEEN IGNORED BY THE HEAD OF HOUSE AND / OR THE OWNER OF THE HOUSE YOU MAY FILE A WRITTEN GRIEVANCE WITH THE SOBER HOUSING COALITION.

WHEN THE SOBER HOUSING COALITION RECIEVES THE GRIEVANCE, THEY WILL ASSIGN IT TO THE FIELD ORGANIZER AND THEN THE STANDARDS & ETHICS COMMITTEE IF NECESSARY. THEY WILL THEN INVESTIGATE THE COMPLAINT AS FOLLOWS:

1. MAKE CONTACT WITH BOTH PARTYS INVOLVED AND INTERVIEW THEM SEPERATELY.
2. BRING THEIR FINDINGS TO THE NEXT SOBER HOUSING COALITION MEETING WITH RECOMMENDATIONS FOR ACTION TO BE TAKEN IF ANY.
3. THE COALITION WILL TAKE A MEMBER VOTE ON ACTION TO BE TAKEN IF ANY. WRITTEN COMPLAINTS CAN BE SUBMITTED TO redmon@homesofpromise.org THE SOBER LIVING NETWORK CAN BE CONTACTED AT: slnmessages@gmail.com