

Minnesota Recovery Connection

Participant Complaint/Grievance Policy

All participants of Minnesota Recovery Connection have a right to be treated fairly with dignity and respect. If a situation arises where a participant feels that they were not treated appropriately or that their rights have been violated, that participant may formally or informally file a grievance.

The internal grievance system:

1. A staff member is available to help you develop and process a grievance. A grievance will be responded to within three days of a staff member's receipt of the grievance, and the participant may bring the grievance to the highest level of authority in the program if not resolved by another staff member.
2. You are encouraged to talk directly to the person involved in the grievance and seek resolution. If you cannot resolve your concern in this way, then:
3. Talk to a different staff person about the complaint and ask them to assist you in resolving the issue. If you cannot resolve the complaint in this way, then the issue should be brought to a Supervisor or the Executive Director.

If you are unable to resolve your issue with the internal grievance procedure, you may use the external grievance system by contacting an outside agency with your complaint. The following is a suggested list of agencies which may be helpful in addressing your complaint:

- DHS Licensing Division Licensing Division - 444 Lafayette Road in St. Paul, 55155

(651) 431-6500

- Minnesota Adult Abuse Reporting Center (MAARC) – 844-880-1574
- Office of Ombudsman for Mental Health and Developmental Disabilities - 121 7th Place E. Suite 420 in St. Paul 55101 (651) 757-1800 TDD: 1(800) 657-3506

