



3706 E. 5th Avenue
North Versailles, Pa 15137

GRIEVANCES

The Policy of My Brothers House Recovery Services is to ensure the members and staff grievances are handled respectfully, appropriately, and professionally. It's important to follow the grievance or complaint procedures carefully and to document all pertinent facts, dates and information when filing a report or claim.

Step 1: Filing

A Formal Grievance should be filed within 30 days of when the complainant became aware or suspected the violation of ethics or standards. The Formal Grievance should be documented on the MBH Formal Grievance Form; Verbal grievances will not be acted upon.

Step 2: Submission

MBH Formal Grievance Form should be submitted to House Manager.

Step 3: Notification of Receipt

Grievant should be notified by email or telephone within 3 business days of the Managers receipt of the grievance.

Step 4: Investigation

Within 30 days of receipt of the written complaint, MBH Manager and founder of MBH will complete an objective investigation of the matter and record the findings in writing;

An extension of no more than 30 days may be granted for investigations that take longer than the initial 30 day timeframe. No member of the MBH shall intentionally try to stall, prolong, or delay proceedings.

Step 5: House manager and founder of MBH will discuss and make a formal recommendation. A report of the findings and corrective actions to be taken will be provided to the grievant letter 1 within 14 business days after the general meeting.