



GRIEVANCE POLICY

DOCUMENT 09: VERSION 2.0

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GRIEVANCE POLICY & PROCEDURE

At Sunstone it is our desire to address any concerns that residents may have in a timely manner. There are steps in place for residents to have their concerns addressed.

Sunstone staff prefer that residents use the following process outlined below. If a resident has a concern or an issue that needs to be addressed, or if they feel that their rights have been violated, they are encouraged to speak to management or the Executive Director to first resolve the issue.

If the issue is not resolved by talking with onsite management or the Executive Director informally, the resident may file a written grievance. The resident should request a copy of the Grievance Submission Form (Form-03). This form can be provided to the resident by any Sunstone staff member. If the resident needs help writing a grievance, they may request help and Sunstone staff will ensure that there is an appropriate person to assist them.

This grievance should include the following:

- Details of the issue that needs to be addressed
- What date(s) the issue or problem occurred
- The name(s) of any individual(s) involved

The Grievance Submission Form should be delivered to the Administrative Office and be sent to the attention of the Executive Director. Sunstone will investigate the issue thoroughly. Sunstone may ask the resident if other individuals were involved. These questions are designed to learn more about the concern or issue of the resident.

Within 72 hours of receiving a resident's written grievance, Sunstone will request to schedule a meeting with the resident to assess and resolve the issue. Sunstone will notify the resident if action will be taken and specifically what will be done. At this meeting, Sunstone will collect information regarding the resident's grievance and investigate it thoroughly. Once the investigation has been completed, generally within 5 business days, Sunstone will schedule a follow up meeting to discuss the outcome.

Once this is complete, if the resident is not satisfied with the decision, they may contact Lighthouse at the following number (833.205.0872) or online at <https://www.lighthouse-services.com/sunstonelife> and the grievance will be escalated to a third-party compliance specialist. Lighthouse will work in combination with Sunstone and the resident to resolve the issue and bring the grievance to an acceptable conclusion for all involved parties.

The resident can always contact Ohio Recovery Housing (614.453.5133) to file their grievance as well. Sunstone encourages residents to involve third party compliance and credentialing organizations as is necessary.

ACKNOWLEDGEMENT

I, _____ am aware of Sunstone’s Grievance Policy.
I understand the policy and how to file a grievance if and when it is appropriate.

Signature of Resident

____/____/_____
Date

Signature of Sunstone Representative

____/____/_____
Date