



## **Safe Harbor Recovery Residence for Women and Children Grievance and Appeal Policy**

Safe Harbor takes the rights and needs of applicants and residents seriously. This grievance and appeal policy is to be followed in either of the following circumstances:

1. Your application to Safe Harbor was denied, you believe it was denied wrongfully, and you would like to appeal the decision.
2. You are a resident of Safe Harbor, you believe your rights and/or the MARR code of ethics have been violated, and you want to file a grievance.

*In the event that your application to Safe Harbor was denied and you would like to appeal, please complete the Grievance and Appeal Form, which is available on Healthy Acadia's website or by request. You can submit the form to Penny Guisinger, Recovery Programs Director, at the email address below. The appeal will be considered by the Safe Harbor Steering Committee, which is made up of staff from multiple agencies, including Healthy Acadia, Downeast Committee Partners, Community Caring Collaborative, and Aroostook Mental Health Centers. The committee tries to respond to appeals within seven days, but depending on holidays and other factors, it may take longer. Once a decision has been made, you will receive a response in writing.*

*If you are a current resident and believe your rights were violated, please complete the Grievance and Appeal Form which is available at Safe Harbor, on the Healthy Acadia website, or by request. You can submit the form to either Katie Sell, Housing Manager, or Penny Guisinger, Recovery Programs Director. If Katie and/or Penny are not able to address the situation to your satisfaction, you can submit your complaint to the Ombudsperson at the Maine Association of Recovery Residences (MARR). MARR is the organization that certifies recovery residences in Maine and ensures compliance with national standards in the areas of safety, policy, and ethics. The Ombudsperson's contact information is also below. You can request that they keep your grievance confidential.*

### **Safe Harbor Housing Manager**

Katie Sell

Tel: 207-263-5096

[katie.sell@healthyacadia.org](mailto:katie.sell@healthyacadia.org)

### **Healthy Acadia Recovery Programs Director**

Penny Guisinger

Tel: 207-255-3741, ext. 116

[penny@healthyacadia.org](mailto:penny@healthyacadia.org)

### **MARR Grievance Facilitator**

Chelsea McInain

Tel: 207-299-2384

**Safe Harbor Grievance and Appeal Form**

Please provide whatever information you feel is important to fully understand your situation, what happened, and what outcome you are seeking. Use extra pages if necessary.

Your Name: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Please describe what happened, including the relevant date(s):

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What do you believe should have happened instead and why?

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What result are you seeking as a result of the grievance process?

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