GRIEVANCE POLICY AND PROCEDURE

Jay County Drug Prevention Coalition, Inc., dba PAST Recovery Services

Available to participants and anyone with a concern; implementation applies to employees, contractors, interns, and volunteers. Applies to employees, contractors, interns, and volunteers

Policy owner: Executive Team • Approval Date: October 14, 2026 • Review: Annually

Purpose

Jay County Drug Prevention Coalition, Inc. d/b/a PAST Recovery Services is committed to providing respectful, ethical, and quality services that protect participant rights. These rights include privacy and confidentiality, access to services and resources based on individual needs, respect for multiple pathways to recovery, and the right to raise concerns about services or treatment.

Who Can Submit a Grievance or Concern?

A grievance or concern may be submitted by:

- Anyone receiving services from PAST Recovery Services
- Former participants
- Family members or friends
- Community members
- Partner organizations
- Volunteers
- Anyone who has a concern about PAST Recovery Services
- If assistance is needed with submitting a grievance, a supervisor can assist upon request.

What Can Someone Submit a Grievance About?

A grievance or concern may be about:

- Services or programs
- A staff member, peer, or volunteer

- How someone was treated
- Unfair treatment or discrimination
- Privacy or confidentiality
- Safety
- Access to services
- Program rules or policies
- Ethical or professional concerns
- Any other concern about PAST Recovery Services

How Can Someone Submit a Grievance?

Email grievances to ronyelle@jcdpc.org. Grievances may also be submitted verbally to staff, in person, through a paper form available at each location, through www.jcdpc.org, or by another reasonable method. Staff receiving a grievance will forward it to ronyelle@jcdpc.org

Anonymous grievances are accepted, although anonymity may limit follow-up and communication about the outcome.

Review and Resolution: What Happens After a Grievance Is Submitted?

PAST Recovery Services Human Resource Administrator is responsible for receiving and documenting grievances, coordinating a fair and timely review, gathering additional information as needed, determining appropriate action, communicating the resolution when contact information is available, and documenting the outcome and follow-up actions. If the grievance involves the Human Resources Administrator, it will be forwarded to the Executive Director or an appropriate designee for review to ensure an impartial process

We will make reasonable efforts to review grievances fairly and promptly.

When contact information is provided, we will generally acknowledge receipt of the grievance within five (5) business days.

We will make reasonable efforts to complete the review and provide a response within thirty (30) calendar days. Some concerns may require additional time.

After reviewing the grievance or concern, PAST Recovery Services may:

- Provide an explanation or clarification
- Speak with the people involved
- Make changes to services or programs
- Provide additional training or supervision

- Make changes to policies or procedures
- Take other appropriate action

Some information, including private personnel information, may not be shared with the person submitting the grievance.

Privacy and Protection from Retaliation
Information will be shared only as needed to review and resolve the grievance, protect safety, or comply with law. Complete confidentiality cannot always be guaranteed.

No one will be punished, threatened, discriminated against, denied access to services, or otherwise retaliated against for submitting a grievance in good faith, assisting someone with a grievance, or providing information during a review.

Appeals

Individuals who are dissatisfied with the resolution may submit an appeal to the Executive Director, at kimbra@jcdpc.org, preferably within ten (10) business days of receiving the outcome. The Executive Director is responsible for reviewing appeals and communicating the appeal decision. If the designated reviewer is directly involved in the concern, an impartial alternate reviewer will be assigned.

Documentation and Availability
Grievance records will be maintained according to organizational policies and applicable requirements and reviewed for opportunities to improve services.

This policy and submission instructions will be available at PAST offices, through participant rights documents, on www.jcdpc.org, and upon request.