



4.3) WHAT IF I HAVE AN ISSUE WITH MY SUPPORTER OR HRN PEER SUPPORT?

Despite efforts to be fair, issues may arise from any aspect of HRN Peer Recovery Support. Discussing issues directly with your Peer Supporter is the easiest way to resolve issues. However that can be uncomfortable—and we want to respect boundaries and avoid adding to trauma. You can speak with Kevin Mount, the Hope Recovery Network Coordinator and supervisor for HRN Peer Supporters (419-706-3001). You can also call the Oak House Program Coordinator or Director (419-734-4417) to discuss the situation. You will not be “in trouble” for speaking up, and it may help improve your support.

If none of these options sound comfortable, **you can speak with your Case Manager** (a neutral party from HRN or Oak House) or you can submit an anonymous “Cause for Concern.”

CAUSE FOR CONCERN You may have a problem—something small or even serious—with your Peer Recovery Supporter, with Hope Recovery Network and/or Oak House, or even another person or agency as part of your recovery support. Submit the short form with your name if you want to be contacted, or you can stay anonymous. After it is received, it will **reviewed accordingly to verify and take appropriate actions.**

*You can submit a “Cause For Concern” in person, by mail/email or through the website:

Filling in the paper form and mail to: HRN Supervisor, 62 Grande Lake, Port Clinton OH 43452

Filling in the paper form & submit to: HRN Supervisor mailbox or the Oak House comments box

Find and filling it out online: <http://www.hoperecoverynetwork.org/peer-support>

FORMAL COMPLAINTS (called a “Grievance”). If you submitted a “HRN Cause for Concern” form or you want more formal action, you can file a “Grievance.” Hope Recovery Network uses Oak House’s grievance procedure for due diligence to evaluate the complaint more neutrally. Filing a grievance has specific steps to ensure you won’t be punished for filing a complaint. HRN wants to protect Participants and Supporters for our ongoing recovery and well-being. Formal grievances will require your name and contact information, and you may be contacted for mediation. “Mediation” means presenting both sides of a situation in a formal setting to a **neutral party that will evaluate** what, if anything, should be done.



HOPE RECOVERY NETWORK: CAUSE FOR CONCERN



NAME: _____ **CONTACT:** _____ (LEAVE BLANK TO REMAIN ANONYMOUS)

For the record, I am concerned about:

Details of what I am concerned about: (Include if known: Date(s); location; how long? people involved; event title; etc)

Why I am concerned: (i.e. Does it breaks rules or laws? If so, which? Does it feel unfair? Unsafe or dangerous? Does it make you uncomfortable? Are your needs or other’s needs not being met? Worried it may become a problem in the future?)

Actions I think would help: (i.e. A wellness &/or safety check? Meet to discuss? Talk to them because I can’t? I don’t know but something should be done?)

(circle answers) **Expressing my concern has helped me. Yes / No** **I want to be contacted about this to follow-up. Yes / No**