

**MC SHIN FOUNDATION RECOVERY**  
**HOUSING SERVICES GRIEVANCE**  
**PROCEDURE**

**Client Rights**

All services at The McShin Foundation are voluntary. Even after accepting services, peer residents have a right to terminate services at any time. Applicants for services will have equal access and can expect to be treated with respect regardless of their gender, race/color/national origin, age, sexual orientation, or physical/mental disability.

**Grievance Procedure**

If you do not think you are being afforded your rights, or believe you have been treated unfairly, you should file a grievance with the program's designated staff member per the posted grievance policy. A grievance may be filed verbally or in writing and should contain a minimum of: a full description of the event, the date it occurred, the persons involved, and a reasonable expected outcome. If you do not feel that your grievance is being handled appropriately, you may contact your CEO or the McShin Foundation president.

You may not be threatened, penalized or have your services negatively affected for filing a grievance.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_