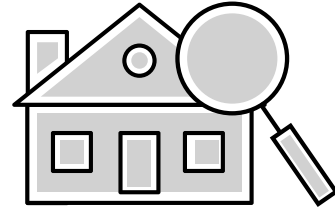
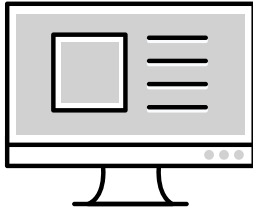


Sober Housing Grievances in Massachusetts



Anyone can file a grievance about a certified sober home at **MASHsoberhousing.org**

Residents are encouraged to follow the house's internal grievance process before contacting MASH; each certified house must have its grievance process posted in a common space

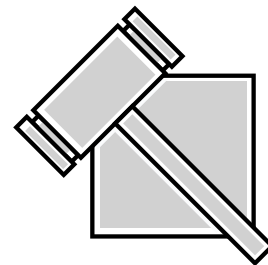
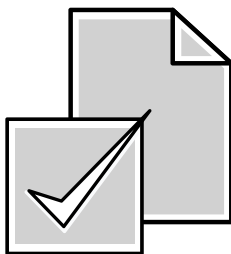
Grievances can be anonymous, but providing contact information can help the investigation— and also allows the person filing to be informed about the outcome of the grievance

Uncertified sober homes are not subject to the grievance process, but grievances filed about uncertified homes are retained for future reference

Once a grievance is filed, it is sent directly from the website to the sober house inspector from the Recovery Homes Collaborative for investigation

Investigation typically involves visiting the home and interviewing staff and residents, as well as any other parties involved

The inspector writes a report summarizing the grievance and the information learned from the investigation, and concludes whether the grievance was valid



The proposed resolutions to the grievance are shared with the sober home operator

Resolutions are tailored to the circumstance and can range from written policy changes to physical changes to the home to de-certification

If the ethics committee recommends suspension or decertification, then the matter shall be presented to the MASH Board of Directors for their determination

Depending on the changes that need to be made, the home may be re-inspected to ensure compliance and revised policies may be implemented

The MASH Ethics Committee reviews the inspector's report

If the Ethics Committee requires more information to make a decision, they may request further investigation

The Ethics Committee determines appropriate resolution(s) to the grievance