



Grievance Procedure

Individuals have the right to file a written grievance, if they have a legitimate issue. Once a written grievance is received, both parties will be contacted separately, appropriate action, if any, will be taken, and the resolution will be recorded. A grievance is to be submitted in writing on grievance the form provided in your Participant Book, or is available in the business center.

Steps to be taken to resolve grievance;

- 1) If the grievance is with a resident, an individual has the right to file a written grievance with the designated Responsible Person, such as the House Manager.

Hearthstone House – Operations Manager Matthew Lee 281-221-1387

- 2) If the grievance is with the Responsible Person, such as the House Manager, an individual has a right to file a written grievance with the Administrator.

Hearthstone House - Administrator Tim Carpenter 832-298-1970

- 3) If the grievance is with the Responsible Person, such as the House Management, an individual has a right to file a written grievance with the Housing Provider, such as the landlord or lessee.

Lock Box Holdings, LLC - Housing Provider Tim Carpenter 832-298-1970

- 4) If the grievance is with the local housing coalition, a resident has a right to file a written grievance with the statewide organization.

State Coalition: TROHN

Submit a Grievance online: <https://recoverypeople.org/grievance/>

The Texas Recovery Oriented Housing Network (TROHN) is the statewide affiliate of the National Alliance for Recovery Residences. As such, TROHN is responsible for certifying recovery-oriented housing and services that meet the national standard. A copy of the standard and an explanation of the different types of recovery residences, known as levels of support, can be found on trohn.org or narronline.org. Certification and re-certification occurs on an annual or biannual basis. Once you complete this form, a TROHN representative will contact all parties to gather additional information as needed.