

Grievance

Residents, visitors, family members, or community member have a right to file a grievance. Of course through open communication it is hoped that issues can be resolved to satisfaction prior to the need for an official internal and or external grievance process. However, DLC knows that there are cases that may need outside mediation. In addition to Client Grievance Policy ADMIN 404, Hope Home Recovery Residents are also provided with an opportunity to file a grievance with FARR. The process can be completed on-line or by phone. Any resident, visitor, family member, or community member has a right to present a grievance directly with FARR. This information is posted on the bulletin board located in the dining room of the residence and in each resident's handbook. Grievance forms will be kept available near the bulletin board.

The direct link to file a grievance with FARR is <https://www.farronline.info/grievance>

FARR direct Phone number: 561-299-0405