

Stakeholder Grievance & Appeal — Measures & References

Purpose: a single-page map with links to each governing source and its basis. · **Covers Desk Review item:** #11 Grievance Policy (Stakeholders). · **Updated:** June 16, 2026

A complete grievance and appeal process is documented in the **Foster/Adoptive Parent Agreement** and presented at RH-101 orientation, with a prior standalone **Grievance & Appeal** submission on file. It defines complaint vs. grievance, the Quality Development Director intake, investigation/response timeframes, and Board-President appeal.

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Stakeholder Grievance & Appeal

PROCESS

Complaint, grievance & appeal process

Informal complaints to any staff member; formal grievances to the Quality Development Director (quality@refugehouse.org) with required content; 15-business-day investigation; 5-day written response; appeal to the Board President (10-day Executive Review, 5-day response, final). Abuse/neglect routes to FC-SIR-01.

Governing: [FP Agreement — Filing a Complaint or Grievance](#) | [R&R — RH-101 orientation](#) | [Personnel Manual & HR Handbook \(HR/Operations — staff grievance & appeal\)](#) | **Prior:** [Grievance & Appeal \(submitted\)](#) | **Basis:** COA / SSCC provider-manual grievance standards; no-retaliation

REQUIREMENT → SOURCE MAP (AT A GLANCE)

ELEMENT	CURRENT GOVERNING SOURCE	PRIOR SUBMISSION / BASIS
Complaint (informal)	FP Agreement — Grievance	Grievance & Appeal.pdf
Formal grievance intake	Quality Development Director · quality@refugehouse.org	—
Investigation / response	15 business days / 5-day written response	—
Appeal	Board President — 10-day Executive Review, final	—

ELEMENT	CURRENT GOVERNING SOURCE	PRIOR SUBMISSION / BASIS
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Abuse/neglect carve-out	Routes to FC-SIR-01	\$749.509
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Refuge House, Inc. · prepared June 16, 2026.