



Participant Bill of Rights & Grievance Policy

As a participant in MnPRA's peer recovery support services, you are entitled to be treated with dignity, respect, and fairness. Your rights are protected under Minnesota law and the standards of the Minnesota Alliance of Recovery Community Organizations (MARCO). If you ever feel your rights have not been respected, MnPRA has a clear and fair process for addressing your concerns.

Your Rights

- Be treated with dignity, respect, and cultural sensitivity at all times.
- Receive services that are voluntary, person-centered, and focused on your goals for recovery.
- Work with a Certified Peer Recovery Specialist (CPRS) who maintains ethical boundaries and confidentiality.
- Review and contribute to your Recovery Wellness Plan (RWP).
- Access your own records and request corrections where appropriate.
- Decline or stop services at any time without fear of losing other supports.
- Receive information about all services, changes to services, and the grievance process in writing.
- File a grievance without fear of retaliation or discrimination.
- Have your grievance reviewed promptly, fairly, and confidentially.
- Contact outside agencies if your concern is not resolved to your satisfaction.

If You Have a Concern or Grievance

MnPRA is committed to resolving participant concerns quickly and respectfully. If you have a complaint about your services, staff behavior, or believe your rights have been violated, please follow the steps below:

1. Step 1 – Talk with your Peer Specialist or their Supervisor: Most concerns can be resolved quickly through conversation. You may request to meet or speak privately with your Supervisor within 5 business days of the issue. If you would like to meet with the Executive Director, you are welcome to request a meeting. The Executive Director will meet with the grievant and/or representatives urgently to discuss related issues and work to find a resolution. Actions may include but not be limited to; a change in supervisor, adjustment in program or scheduling and or peer service environment.
2. Step 2 – File a Written Grievance: If your concern is not resolved, you may file a written grievance by completing MnPRA's Grievance Form or submitting a signed letter describing your concern. You will receive written acknowledgment within 3 business days. MnPRA's Grievance form can be found on the MnPRA.org website – linked here: [Grievance Form](#)

3. Step 3 – Investigation & Response: MnPRA’s Executive Director will investigate within 5 business days and provide you a written response.
4. Step 4 – Appeal: If you disagree with the outcome, you may file an appeal within 10 business days to the MnPRA Board of Directors. A final written decision will be provided within 21 business days.

Provider Information:

Name: Mn Prevention & Recovery Alliance
Attn: Sadie Brown, Executive Director
Address: 1619 Portland Ave Minneapolis, MN 55404
Email Address: info@mnpra.org
Phone: 612.238.6393

If You Still Have Concerns

If you have a complaint about the provider or the person providing your peer recovery support services, you may contact the Minnesota Alliance of Recovery Community Organizations. You may also contact the Office of Ombudsman for Mental Health and Developmental Disabilities.

• **MARCO (Minnesota Alliance of Recovery Community Organizations)**

Website: <https://marcomn.org/rco-grievance-policy-and-procedure/>
Phone: 612-888-9001
Email Address: info@marcomn.org
Mailing Address: 800 Transfer Rd., Ste. 31 Saint Paul, MN 55114

• **Office of the Ombudsman for Mental Health & Developmental Disabilities**

Website: <https://mn.gov/omhdd/>
Phone: 651-757-3506 or Toll-Free: 1-800-657-3506
Email Address: ombudsman.mhdd@state.mn.us
Mailing Address: 332 Minnesota Street Suite W1410 St. Paul, MN 55101

No Retaliation

Filing a grievance or expressing a concern will never result in punishment, denial of services, or negative treatment. MnPRA strictly prohibits retaliation and will take corrective action if it occurs.

Acknowledgment

I have received and reviewed the MnPRA Participant Bill of Rights & Grievance Policy. I understand my rights as a participant and how to report concerns or grievances.

Participant Name: _____

Signature: _____

Date: _____

MnPRA Non-Discrimination Statement

MnPRA provides services without discrimination based on race, color, creed, religion, national origin, ancestry, sex, sexual orientation, gender identity or expression, marital or familial status, age, disability, veteran status, public assistance status, recovery pathway, or any other status protected by law. MnPRA complies with the Minnesota Human Rights Act, Title VI of the Civil Rights Act, Section 504 of the Rehabilitation Act, and the Americans with Disabilities Act (ADA).

For questions or concerns about this policy or to request accommodations, please contact MnPRA's Executive Director. [Sadie.brown@mnpra.org]