

The Affinity House Grievance Policy

A Recovery Community for Adult Women
Nantasket Avenue, Hull, MA 02045

It is the policy of The Affinity House and MASH (Massachusetts Alliance for Sober Housing) to ensure certified sober homes and stakeholder's grievances are handled respectfully, appropriately and professionally.

All conflicts should be resolved peacefully. First, try to resolve the conflict between yourselves. If that is not possible, or if it may be unsafe to do so, or if the issues are with the operation or a manager and/or staff of The Affinity House, bring the issue to either Christine or Jeannie. Their contact information is made available on the bulletin board of The Affinity House as well as the house manager, Pam Bourque's contact information.

Unresolved grievances may be brought to MASH. The grievance should be documented on the formal MASH grievance form found at: <http://mashsoberhousing.org> or they can be reached at 781-472-2624. This formal grievance procedure should not be used for retribution or personal gain.

House Manager: Lori Higgins – 774-216-1298

Director: Christine Heroux – 508-274-9784