



GRIEVANCE PROCEDURE

For all patients, their families, and parents and/or guardians of minor patients

Retreat Healthcare has a procedure that provides for receiving and responding to complaints of patients, families, parents of minors, and guardians regarding the quality of care given to patients. Every effort will be made to address and resolve complaints as quickly as possible. The submission of a complaint does not affect or compromise the patient's current treatment or the patient's future access to care.

The following procedure should be followed in presenting a complaint:

1. Any complaint should be given verbally or in writing, to a member of the treatment team who will try to resolve the concern. If your concern is not resolved please notify the patient's attending psychiatrist.
2. If the complaint is not resolved by the attending psychiatrist, they will refer your concern to the unit Clinical Manager.
3. If the complaint is still not resolved, please contact the Brattleboro Retreat Patient Advocate, by calling (802) 257-7785, ext. 3221 or direct dial (802) 258-6103.
4. Once a complaint has been directed to the Patient Advocate, the patient, guardian, and/or family member will receive a written response within 14 days, analyzing the problem and noting the action needed and/or taken.
5. If the patient feels that the patient advocate has not resolved his or her concern, the patient, guardian or family member may appeal the outcome by requesting in writing a formal grievance review. The review will be performed by the Vice President of Medical Affairs within thirty days of the complaint.
6. A written notice of their decision will be provided to the complainant within ten (10) days of the review. The written notice of the decision will contain the name of the hospital contact, the steps taken on behalf of the patient or visitor to investigate the grievance, the results of the grievance and the date of completion. The decision of the Vice President Medical Affairs is final and not subject to further internal appeal.
7. Pursuant to 26 V.S.A. §1852(c), a patient, family member and/or guardian may also make a complaint about the hospital to Vermont state agencies. A patient has the right to contact them whether or not they have complained to the hospital first:

Complaints about the hospital:

- Vermont Board of Health and Medical Practice: (802) 863-7280
Department of Health, PO Box 70, Burlington, VT 05402
- Department of Aging & Independent Living, Division of Licensing and Protection: 1-800-564-1612, or (802) 241-2345, 103 South Main St., Ladd Hall, Waterbury, VT 05671
- Vermont Banking, Insurance, Securities and Healthcare Administration: (802) 828-3307
89 Main St. Drawer 20 Montpelier, VT 05620-3101
- Vermont Protection & Advocacy: 1-800-834-7890 or (802) 229-1355
141 Main St., Suite 7, Montpelier, VT 05602
- Vermont Department of Health, Division of Mental Health: (802) 241-2610, 103 South Main St., Ladd Hall, Waterbury, VT 05671

Complaints about a physician:

- The Vermont Board of Medical Practice: 1-800-745-7371 (toll free in Vermont) or 802-657-4220
P.O. Box 70, Burlington, VT 05402-0070