



Brattleboro Retreat  
**GRIEVANCE PROCEDURE**

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

**Brattleboro Retreat 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 at that time. If the complaint is not resolved by the treatment team member, they will refer your concern to the unit Clinical Manager.
2. 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
3. Once a complaint has been directed to the Patient Advocate, the patient, guardian, and/or family member will receive a written response within 7 days, analyzing the problem and noting the action needed and/or taken.
4. 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 Senior Physician Executive, the Senior VP of Patient Care Services, and the CEO as applicable.
5. A written notice of the Grievance Review decision will be provided to the complainant within ten (10) days after the review has been completed. The patient advocate will notify the complainant of the request for additional information or follow up if needed. 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 outcome of the Grievance Review is final and not subject to further internal appeal.
6. 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 also has the right to contact the Joint Commission. A patient has the right to contact these agencies 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
- Disability Rights Vermont-need to add correct phone number  
141 Main St., Suite 7, Montpelier, VT 05602
- Vermont Department of Health, Division of Mental Health: (802) 863-7200, 108 Cherry Street |  
Burlington, VT 05402
- The Joint Commission: 630) 792-5000  
One Renaissance Blvd. Oakbrook Terrace, IL 60181

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