

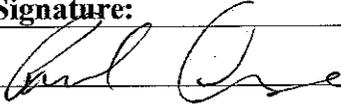
Vermont Psychiatric Care Hospital Policy

Grievance and Appeal

Revised: X

Date:

The Vermont Psychiatric Care Hospital shall afford all due consideration to patient complaints relating to service and treatment provided to the patient. The hospital allows the patient to voice complaints and recommend changes freely without being subject to coercion, discrimination, reprisal or unreasonable interruption of care. Hospital staff shall attempt to promptly resolve all complaints. When a complaint cannot be resolved by staff, or the resolution is not satisfactory to the patient, the patient, the patient's guardian or health care agent, or another representative of the patient's choosing may file a grievance with the hospital. No patient shall be subject to retaliation for pursuing the grievance process.

Approved by:	Signature:	Date:
Paul Dupre, Commissioner, DMH		4-3-14