

**Redstone Building
26 Terrace Street
Montpelier, VT 05609-1101
1-(802) 828-3824**

**P.O. Box 70
Burlington, VT 05402-0070
1-(802) 657-4220; (800) 745-7371**

You may complain about abuse, neglect, or exploitation by contacting the state agency responsible for investigating such complaints by writing or calling:

**Department of Disabilities, Aging and Independent Living
Division of Licensing and Protection
103 South Main Street, Ladd Hall
Waterbury, Vermont 05671-2306
1-(800) 564-1612**

If you are concerned about the quality of health care you have received or premature discharge, you may complain to Livanta. Livanta is the organization charged with reviewing the appropriateness and quality of care rendered to Medicare beneficiaries in hospital settings. Concerns or complaints can be sent to:

**Livanta
BFCC-QIO Program, Area 1
9090 Junction Drive, Suite 10
Annapolis Junction, MD 20701
Toll-free: 1 866- 815-5440
TTY: 1 866-815-2289
<http://bfccqioarea1.com>**

If you have a concern about patient safety or the quality of care, you may complain to The Joint Commission at:

**Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
1-800-994-6610**