

Aggregate Grievances and Appeals in VT Adult Mental Health Programs

April 2021 – March 2022

3.3.5. *Complaints, Grievances & Appeals:* The Committee shall review aggregate information on the frequency, nature and resolution of complaints about services in order to make recommendations on how the statewide network of services or Departmental operations could be improved.

Total Number of Grievances: 16 -- Total Number of Appeals: 0

Frequency		Nature	Resolved? Y/N
Month	# Grievances		
April 2021	1	- Would like to have gun, 'broken down', in agency-run housing. This goes against policy at house. Also, concerned staff could have done more when client was suicidal. Would like staff to do more to find housing where gun is allowed.	Y
May 2021	1	- A person filed a grievance that they did not like that a client of the agency was admitted to the hospital for mental health support. Since the person filing was not associated with the agency, this is not allowed	Y
June 2021	3	- Two reports made by same client's father- saying client has missed medication since being discharge - Client wanted a new case manager- case resolved	Y
July 2021	1	- Dissatisfied with interaction with staff.	Y
Sept 2021	2	- Client wanted 'mental health warrant' deleted from all records - Client wished to discontinue services & received copies of records per request	Y
Oct 2021	2	- Client wanted a different prescription, provider unwilling to change, new provider assigned - Receptionist refused to make an appointment	Y
Nov 2021	2	- Not satisfied with staff (withdrawn) - Treated inappropriately by staff verbally and over email	Y
Dec 2021	2	- Bills not paid in timely manner - Dissatisfaction with staff not returning phone calls professionally	Y
Jan 2022	1	- Upset agency is client's payee and would like them to be doing more to find housing for client	Y
Mar 2022	1	- Client currently residing at a group home, would like their own apartment	
August 2021 & February 2022 there were not grievances or appeals reported for adult programs.			

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Data by DA/SSA

DA/SSA	April 2020 – March 2021		April 2021-March 2022	
	# Grievances	# Appeals	# Grievances	# Appeals
CMC	1		1	
CSAC				
HC		4	5	
HCRS				
LCMHS	1		2	
NCSS			1	
NKHS			1	
RMHS		1	1	
UCS				
WCMHS	5		5	
PVT				
TOTAL	7	5	16	0

NOTE: DMH does not view the presence of grievances or appeals as a negative for any agency. This is a sign of clients knowing about their rights and having an avenue to give feedback to an agency about things they disagree with. Absence or low instances of grievances or appeals, however, appears to indicate clients do not know about this right or find the process inaccessible. This would suggest more investigation is needed at the agency or across the network.