DO YOU HAVE CONCERNS ABOUT YOUR SERVICES?



For more information, please refer to your client handbook, or learn more at the Department of Mental Health website, linked here.

**Vermont has a no retaliation policy!** Agencies cannot treat you poorly or deny you services as a result of filing a grievance or appeal.

If the agency is violating your rights, not following timelines, or you need further assistance, please contact the Department of Mental Health at

802-241-0090

The agency must acknowledge your grievance or appeal, in writing, within 5 days.

Grievances must be resolved, with written notification, within 90 days. Appeals must be resolved, with written notification, within 30 days.

When will you hear back from the agency?

An appeal is a way to report your disagreement with a decision or action. This is a different process from a grievance.

You have 60 days to file an appeal.

Examples include:

* You are denied a service
* You are denied entry into a program
* You do not agree that something should be removed from your services

What is an appeal?

You may **speak or write** your grievance or appeal at any time to any staff at the agency that provides your services. No form is required.

If you choose, you can use the form provided at:

**https://mentalhealth.vermont.gov/sites/mentalhealth/files/doc\_library/Grievance\_and\_Appeal\_Form\_DVHA.pdf**

Staff at your agency can help you decide if your concern is a grievance or appeal.

**Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

(agency name)

**at: (802) \_\_\_\_\_\_\_\_-\_\_\_\_\_\_\_\_\_\_\_\_\_**

A grievance is a way to report an issue with the quality of your services.

There is no time limit to file a grievance.

Examples include (but are not limited to):

* That staff was rude to you
* Service is not meeting your needs (when or where it happens, for example)
* You don’t have choices in your services
* You don’t agree with an agency rule or procedure
* Access to transportation to agency services
* Services in your preferred language
* You do not agree with what is in your treatment plan

What is a grievance?

You have the right to file a grievance or appeal if you are dissatisfied with your treatment or services at a designated or specialized service community mental health agency in Vermont.

How is it done?

What are your rights?