

Our Complaint Process

All employees of Central Vermont Medical Center come to work to provide safe and excellent service. The philosophy of CVMC toward customer services encourages all staff members who become aware of a complaint to see it through to resolution. All staff is requested, to their ability, to resolve a patient complaint when and where it occurs.

Customer service is an important component of the culture we are cultivating at Central Vermont Medical Center. We use a service recovery program to assist in resolving customer service situations which are less than satisfactory. The **Service Recovery Program** includes the use of tools to aid staff in returning “the aggrieved customer (patient or visitor) to a state of satisfaction with the institution after a service breakdown” (i.e., gift card for gasoline or telephone calls). Department managers and staff can initiate action through the Service Recovery Program immediately when a situation is recognized.

Complaint Process

The complaint process is outlined in the “**Guide to Patient and Visitor Services**” (located in patient rooms) as well as posted throughout various locations in the hospital. Patients, family members or visitors may register a complaint at any time, via:

- Verbal and/or written to any staff member or CVMC Department
- Verbal and/or written specifically to the Quality Management Department
- Verbal and/or written to Senior Administration and/or a Board Member

The problem resolution process is outlined in:

The Resolution of Patient or Visitor Complaint/Grievance Policy

Complaint resolution contact information:

Central Vermont Medical Center
P.O. Box 547
Barre, VT 05641
Contact: Kelly Holland
802-371-4350 phone / 802-371-4575 fax
kelly.holland@cvmc.org

Consumers who wish to discuss a concern with a responsible party outside of CVMC may contact:

- Board of Health and Board of Medical Practice

Vermont Department of Health
P.O. Box 70
Burlington, VT 05402-0070
Telephone: (802) 657-4220
Toll-free (in Vermont) (800) 745-7371

- **Department of Disabilities, Aging and Independent Living**
Division of Licensing and Protection
103 South Main Street, Ladd Hall
Waterbury, VT 05611-2306
Telephone: (802) 241-2345
Toll-free (in Vermont) (800) 564-1612
- **The Joint Commission**
Main Number: (603) 792-5000
Complaint Hotline: (800) 944-6610
Complaint Email Address: Complaint@JCAHO.org

Medicare or Medicaid

Medicare or Medicaid consumers, who have a concern about the quality of care provided to you or someone else at CVMC, may call Northeast Health Care Quality Foundation at 1-800-772-0151 or call 1-800-MEDICARE (1-800-633-4227) or 1-877-486-2048 (TTY/TDD).