

HCRS PROCEDURE MANUAL

4.A.2.A Grievances and Appeals Policy and Procedure

Effective: 10-01-03

Revised 09-26-08; 12-10-15

Reviewed: 03-13-12; 06-4-13; 1-3-2019

Related HCRS Policy: 4.A.2 Client Grievances and Appeals

Contact Person: Chief Operations Officer

Page 1 of 1

PROCEDURE:

Grievances and/or appeals may be filed verbally or written, consistent with AHS Department procedures, *. The grievance or appeal is forwarded to the Chief Executive's office. The Grievances and Appeals Coordinator logs each grievance or appeal into a database system for the Department of Vermont Health Access.

*Agency may not require written form for grievances or appeals.

Grievances and appeals may be received from the following programs. A description of the process used in each program, and a copy of the appropriate forms, may be found in the specific procedures developed by the Vermont Agency of Human Services Department.

- Adult, Community Rehabilitation & Treatment (CRT), and Children's Program (refer to Vermont Agency of Human Services, Department of Mental Health, Grievances and Appeals) revised in April 2010 and updated in August 2012.

The Grievances and Appeals Coordinator reviews each grievance or appeal with the Chief Executive Officer, or designee, and then disperses the information to the appropriate Program Director, or designee, for resolution following the process established for that program.

The Grievances and Appeals Coordinator provides a quarterly report to the Senior Leadership Team.

A Grievances and Appeals report will be available for the Division of Alcohol and Drug Abuse Programs (ADAP), and Department of Aging and Independent Living (DAIL).

Approvals:

George Karabakakis _____ Date _____
Chief Executive Officer

Emily Mastaler _____ Date _____
Chief Operations Officer