



# Gifford Medical Center

## **Complaint Process**

It is the policy of Gifford Medical Center to address concerns or statements of dissatisfaction from our customers pertaining to any services rendered. The primary purpose of the complaint process is to respond to and satisfactorily resolve concerns in a timely manner. Additionally, Gifford's program tracks concerns to help identify and drive improvements in the quality of the organization and its personnel.

It is the responsibility of all staff to be alert to patient concerns and to take immediate action to recognize and resolve those concerns. Staff members report significant or unresolved concerns to their department managers.

If the issue is not resolved to the person's satisfaction, the Patient Relations Specialist will be notified. The Patient Relations Specialist will work to resolve identified concerns and follow-up with either a telephone call or letter within 14 days. Presentation of a concern by a patient or family member will not compromise future access to care for the individual or individuals involved.

A record of the complaint/concern and any follow-up action will be maintained. All concerns are treated as confidential information.

### **How to register a complaint**

Concerns may be expressed in writing or verbally from a patient or family to the Patient Relations Specialist at:

Patient Relations Specialist  
Development, Marketing and Public Relations Dept.  
Gifford Medical Center  
44 South Main Street  
Randolph, Vermont 05060  
Phone: (802) 728-2433  
Fax: (802) 728-4245

If a patient or family member feels it is necessary to discuss his or her problem with someone outside the hospital, he or she may contact one of the following:

Department of Aging and Disabilities  
Division of Licensing and Protection  
103 South Main Street, Ladd Hall

Waterbury, VT 05671-2306  
Phone: (802) 241-2345, toll free in Vermont: (800) 564-1612

Board of Medical Practice  
Department of Health  
P.O. Box 70  
108 Cherry Street  
Burlington, VT 05402-0070  
Phone: (802) 657-4220, toll free in Vermont: (800) 745-7371

Office of Professional Regulation  
Vermont Secretary of State  
National Life Building, North Floor 2  
Montpelier, Vermont 05602-3402  
Phone: (802) 828-1505  
Complaint forms available at: [www.vtprofessionals.org](http://www.vtprofessionals.org)