

# Complaints, Grievances and Appeals

## **You have the right to complain or file a grievance.**

You may express dissatisfaction about *anything* related to your care at CSAC: the quality of services, aspects of interpersonal relationships, concerns with management, safety, or anything else that you are unhappy with. CSAC will provide assistance to you or your representative to complete the complaint or grievance. If you have an emergency situation, tell us that your problem is urgent so we can respond quickly.

## **What's the difference?**

A **complaint** is a statement that a situation is unsatisfactory or unacceptable.

A **grievance** is more formal. It is an official statement of a complaint about something believed to be wrong or unfair.

**Bottom line: please, complain!** Complaints may be spoken or written. If you are comfortable doing so, we encourage you to resolve issues directly with the people involved.

**Maybe you wish to file a grievance.** Grievances may be spoken or written. To file a grievance, you or your representative can proceed with one of these options:

- CALL the front desk at 802-388-6751. Tell the receptionist that you want to file a grievance.
- WRITE a letter. Our mailing address is CSAC, 89 Main Street, Middlebury, VT 05753.
- TELL your clinician, your support worker, your case manager, the Program Director or the CSAC Grievance and Appeals Coordinator. Say that you want to file a grievance.
- USE a Grievance and Appeals form, available from the CSAC receptionist. (This form is not required.)

**What will happen next?** CSAC will respond to you in writing within 5 calendar days. CSAC will not treat you badly because you expressed dissatisfaction. Your complaint or grievance will be considered confidential.

## **The right to appeal.**

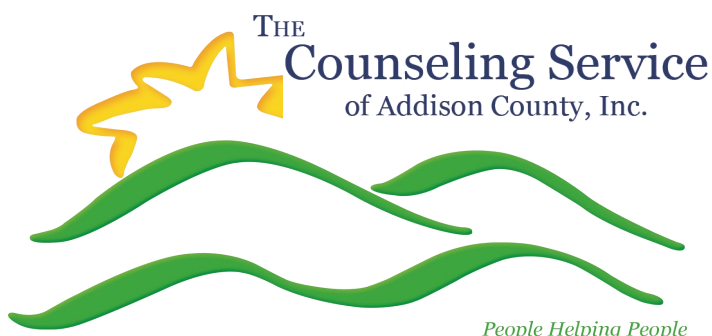
An appeal is a formal request for CSAC to reconsider its decision about your services.

An appeal may be spoken or written. Examples include but are not limited to:

- you do not agree with proposed changes to the services offered as part of your treatment plan;
- you requested a new service but CSAC has denied your request;
- there has been a denial or limitation of authorization of a requested covered service or eligibility, including the type, scope or level of service;
- you feel there has been a failure to provide services or respond in a timely manner;
- you feel there has been a failure to provide clinically indicated covered services; or
- there has been a denial of request for covered services outside the Medicaid network.

If you want to file an appeal, contact **CSAC's Grievance and Appeals Coordinator** through our front desk operator at **388-6751**. Please tell the receptionist that you wish to file an appeal to a CSAC decision.

**Need more help or advice?** If you are not sure what to do or if you have questions, the Vermont Office of the Health Care Advocate is available for help. **1-800-917-7787**



89 Main Street, Middlebury, VT 05753 (802) 388-6751  
www.csac-vt.org

**Emergency and Crisis Services (802) 388-7641**  
Available 24 hours a day, 365 days a year