



Gifford Medical Center

Complaint Process

It is Gifford's policy 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 continual quality improvements.

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:

Patient Relations Specialist
Gifford's Public Relations Department
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 Disabilities, Aging and Independent Living
Division of Licensing and Protection
HC 2 South, 280 State Drive
Waterbury, VT 05671-2060
Phone: 802-241-0480

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

Office of Professional Regulation
Vermont Secretary of State
89 Main Street, Third Floor
Montpelier, Vermont 05620-3402
Phone: (802) 828-3555
Complaint forms available at: www.vtprofessionals.org