



## **Complaints & Concerns**

**Your satisfaction is very important to us.** Please ask questions if something is unclear regarding our services or the care we provide.

### **How to Resolve Concerns**

We welcome your concerns and encourage you to choose one or more of the following options:

**Option 1** Speak with your home health staff person. In most cases, the best way to solve a problem or concern is to speak directly with your nurse, therapist, or social worker. Or, you may call the CVHHH office at (802) 223-1878 between the hours of 8:00 a.m. and 5:00 p.m., Monday to Friday, and ask to speak to a supervisor. Our staff will discuss your concern with you and work toward a timely resolution. If your concern is still not resolved to your satisfaction, please feel free to contact our Chief Operating Officer, Kim LaGue, PT, by phone (802) 224-2259 or email at [klague@cvhhh.org](mailto:klague@cvhhh.org).

**Option 2** Call the Vermont Office of Health Care Advocate at 1-800-917-7787. Their office is open Monday through Friday, 8:30 a.m. to 4:30 p.m.

**Option 3** Contact the Home Health Hotline, maintained by the State of Vermont, Division of Licensing and Protection, at 1-800-564-1612 between the hours of 7:45 a.m. and 4:30 p.m., Monday through Friday.

**Option 4** For the Choices for Care program, contact the Vermont State Long Term Care Ombudsman at 1-800-889-2047 or write Vermont Legal Aid, 7 Court Street, Montpelier, VT 05602 for assistance.