

Acadia Hospital

Complaint and Grievance Guide

The employees at Acadia Hospital are here to provide the best therapeutic treatment to you, and to support your recovery. We understand you may have questions or concerns about this treatment, and how you are provided care at The Acadia Hospital.

You, as a client/patient, have the right to grieve any possible violation of your rights, or your care.

If you have a complaint or grievance, a supervisor of the program will afford every reasonable opportunity to first resolve your concerns at the unit level. In addition, you may also seek assistance from an advocate from Disability Rights Center: 1-800-452-1948.

You will not be subject to any disciplinary action, reprisal, including reprisal in the form of denial or termination of services, or loss of privileges or service as a result of filing a grievance. The unit or hospital staff can provide you a formal grievance form when requested. Formal grievances have three levels.

Formal Grievances

Level One

A formal Level One grievance is filed first with the supervisor of the unit/care area in which the grievance arises.

A staff person will meet with you, learn about your grievance and work with you to resolve the issue to your satisfaction within five days, excluding weekends and holidays.

If you are not satisfied with the solution, you may request a Level Two Grievance.



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Level Two

The president of Acadia or designee will respond to your request for a Level 2 grievance within five days of receiving your request, excluding weekends and holidays.

If the president or designee needs a longer period to investigate the circumstances of the grievance, a five day extension may be made and you must be notified of the extension.

The president or designee will work with you to resolve the grievance at this level. If you are dissatisfied with the resolution at this level you may appeal the decision to Level Three.

The Level Three Appeal must be requested in writing by you, within ten days of refusing to accept Acadia level two solutions, excluding weekends and holidays.

Level Three

Level Three grievances go to the Commissioner, Department of Health and Human Services (DHHS), Station 11, Augusta, Maine 04333. Phone #207-287-3707.

You will be asked to sign a release of information so Acadia will be able to provide DHHS with any records you wish to be used in your grievance.

If you are unsatisfied with the results you may go to the Joint Commission: www.jointcommission.org or the DHHS can assist you in connecting with that organization.

Additionally, you have the right to contact directly, the federal licensing agency, Centers for Medicare and Medicaid Services (CMS) at 1-800-633-4227 or The Joint Commission at 1-800-994-6610. Acadia Hospital can help if you have questions, 207-973-6100.



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