

SUBJECT: <b>Complaint Resolution Policy</b>	
APPROVED BY: Supervisory Board - Board of Directors - Management Team - Complaint Officer	REFERENCE: Pol-CRP002
DEPARTMENT: All Departments, All levels	EFFECTIVE: 01 October, 2013
	REVISED: 07 march, 2014

### **Purpose**

This document describes the procedure for resolving complaints that arise in the course of patient care received by Saba Health Care Foundation.

### **Applicability**

This procedure is applicable to all current employees of Saba Health Care Foundation. Physicians working out of and contracted by Saba Health Care Foundation are covered by this procedure; independent contractors are not covered by this procedure.

### **Policy Statement**

Saba Health Care Foundation is committed to protect the interests of the patients it serves as well as its employees.

It is Saba Health Care Foundation policy to attempt to resolve problems that arise in the course of patient care quickly and fairly.

No complainant will be retaliated against or treated adversely by reason of initiating a complaint.

### **Procedure**

You have the following options to make your complaint known:

Informal:

- You discuss your complaint directly with the person who is the cause for your complaint.
- You discuss your complaint with the Department Head

Formal:

- You file your complaint in writing to the Complaint Officer.
- You file your complaint to an institution outside the Saba Health Care Foundation, such as the Inspectorate.

### **Informal Resolution**

The fastest solution is to discuss your complaint directly with the person who, in your view, caused your complaint or is responsible. This makes it possible to look for a solution or solve a misunderstanding right away.

If this does not lead to a solution or you do not want to have such a conversation, then you may make use of the formal procedure.

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### **Formal Resolution to file a complaint**

The formal complaint procedure may be used at any time. To assure that the complaint procedure will be dealt with professionally and confidentially there is a Complaint Officer.

In order to receive all the information the Complaint Officer it is required for you to use the complaint form which is available at the A.M. Edwards Medical Center, and from the Complaint Officer.

The complaint form can be:

- Delivered directly to the Complaint Officer.
- Submitted into the locked patient survey box located at A.M. Edwards Medical Center
- Sent via email to the Complaint Officer at [complaint.officer@sabahealthcare.org](mailto:complaint.officer@sabahealthcare.org)

Each complaint filed must be made in the name of an individual; complaints filed anonymously can only be handled as a suggestion.

### **Process of a complaint**

Within 5 working days (1 calendar week) after receiving the complaint, the Complaint Officer will contact the complainant to discuss the complaint.

The Complaint Officer will guide the complainant in the procedure. The Complaint Officer might suggest involving the Department Head, the Director or the Chairman of the Supervisory Board.

To avoid conflict of interest the following will be applied:

A complaint regarding a direct family member of a Department Head will be mediated by the Director.

A complaint regarding the Director or a direct family member of the Director will be mediated by the Chairman of the Supervisory Board.

### **Further Review- Appeal Process**

If mediation is declined, or the complaint is not resolved the Complaint Officer will forward the complaint to a Complaint Committee.

If a complaint is referred to a Complaint Committee, the complaint resolution process is then governed according to their policy and procedure.