**Chapter A7 – Complaints Management**

1. **Complaints Handling Procedures in the Hospital**

|  |  |
| --- | --- |
| 1. The licensee puts in place a complaints handling procedure for receiving, managing and responding to complaints that are received against the hospital | Choose an item. |
| 1. The licensee ensures the complaints handling procedure is made known in an appropriate way to the patients of the hospital or persons acting on their behalf | Choose an item. |
| 1. A time frame is set for staff to provide initial response to complaints | Choose an item. |
| 1. The licensee ensures an investigation of the complaint is conducted and findings made | Choose an item. |
| 1. The licensee ensures, if the case requires, an improvement measure, whether general or specific to the complaint, is implemented | Choose an item. |
| 1. The licensee ensures the complainant is informed of the findings of the investigation and any improvement measure and follow-up action taken or to be taken | Choose an item. |
| 1. A record of the details of the complaints received, investigation findings and actions taken is kept | Choose an item. |
| 1. Staff and related personnel regularly receive training on customer service improvement | Choose an item. |
| 1. The hospital implements the advice(s), if any, from the Complaints Committee on improvement measures | Choose an item. |
| 1. Locations where notices with channels of complaints displayed: | |

1. **Personnel**

|  |  |
| --- | --- |
| **Responsible person to provide information to Complaints Committee** | |
| Name in English |  |
| Name in Chinese |  |
| Post Title |  |
| Tel. |  |
| Fax |  |
| Email |  |