

I. INTRODUCTION:

Patient complaints have been identified as a valuable resource for monitoring and improving patient safety. Emphasis on patient-centered care has increased, as have called for transparency of patient satisfaction data. These trends in healthcare make seeking and responding to patient feedback increasingly important components of risk management and patient safety programs.

Patients have the right to file complaints and grievances with the organization when they are unsatisfied with the treatment received, and healthcare organizations should have processes in place for handling both in a timely manner. In addition, tracking and trending patient complaints and grievances may call attention to systems or individual performance problems and suggest quality improvement opportunities.

Effective management of complaints is a central strategy for improving health services. It is an important aspect of ensuring a consumer-focused and patient-centered approach to health care delivery, as well as a useful risk management tool and a means of identifying areas in need of improvement, system-level.

II. PURPOSE

The purpose of this policy is to develop and implement an open, responsive and confidential complaints handling process aimed at resolving complaints and improving the quality and safety of service provision.

The company encourages consumers, their representatives and staff to provide suggestions, compliments, concerns and complaints about the services provided to consumers of the company's services.

The company recognizes that feedback provides opportunities to:

- Review service provision;
- Ensure that service delivery is consistent with the company's vision and mission statements;
- Identify and rectify areas that need improvement;
- Efficiently and appropriately manage complaints; and
- Acknowledge the performance of staff members.

The company is committed to a complaints and feedback process which is:

- fair and open;
- effective and efficient;
- responsive and customer focused; and
- ensures privacy and confidentiality.

Receipt of a complaint will be acknowledged immediately and complaints will be addressed promptly in accordance with their urgency. Where appropriate, staff will attempt to resolve the complaint at point of service in accordance with the complaints handling procedures.

The company is committed to continual improvement to the safety and quality of the services it provides and the complaints handling process. The company will demonstrate this commitment by seeking feedback from consumers about their satisfaction with the complaint-handling process and outcome, and ensuring that the complaints handling process provides reliable and accurate information to identify trends and eliminate causes of complaint.

Every complaint will be addressed in an equitable, objective and unbiased manner throughout the complaint handling process in accordance with the requirement of procedural fairness. No person making a complaint will have any service withdrawn or limited as a result of making a complaint.

Complaints will be dealt with impartially with emphasis on solving the problem rather than assigning blame.

DEFINITION

Patient Complaint - Patient complaint is a formal, written or verbal grievance that is filled by a patient, visitor or on behalf of patient, so when a patient issue cannot be resolved by the present staff.

POLICY STATEMENT:

1.1 To provide a mechanism that identifies and addresses patient/visitor complaint in a timely and efficient manner. It improves the delivery of quality service and protects patient health and safety by ensuring complaint is reviewed/investigated, tracked and trended.

1.2 To provide mechanism through which every patient complaint is reviewed by the management, responding on an individual basis, and that feedback and appeal mechanism is available to the complaint.

SCOPE/TARGET AUDIENCE: All staff and patients/visitors]

IV. PROCEDURE

Written Complaints:

1. Complaints will be submitted to the designated page in the website wherein all complaints will be sent directly to info@aloteb.com.
2. All the complaints from the email are collected by the administrator who is in charge of the complaints on a daily basis. A log of the complaints is maintained, and all the complaints are entered in the log with client's name, Address (optional) and date and time of complaint.
3. An acknowledgment is made to the patient/visitor by the officer-in-charge within 48 to 72 hours of receiving complaint to confirm the receipt of complaint. Details may also be asked, if the complaint is not clearly defined the area of concerns / complaint of the patient/customer.
4. All complaints to be settled within 14 days, and the patient/visitor to be informed about the outcome.
5. Any complaint exceeding 6 months' time period after last visit is not accepted.

Verbal Complaints:

Verbal Complaint are received through telephone call by the designated person of Aloteb.

Clear marking is done to facilitate the patient/visitor to Personnel in case of any complaint.

All the verbal complaints are recorded directly into Verbal Complaint Log for investigation. The patient/visitor is informed the response time for the complaint.

Investigation of Complaint:

Complaints are immediately investigated for the purpose of risk assessment and need for urgent intervention. Operational complaints are immediately investigated for the purpose of tracking and trending. General complaints related to the operation; clinical care is resolved within 2 working days from the date of receiving. Investigation's time may be increased if the complaint is involved out-sourced services/agencies. Patient consent is obtained by the director; in case the investigation will involve the review of Record.

During the investigation concerned area staff is contacted by the director to evaluate the root causes of customer complaint. Corrective and preventive actions are advised and date for

The corrective and preventive actions are finalized.

All the investigations, corrective and preventive actions are recorded on the complaint form by the concerned personnel.



ALTB_CM_001	COMPLAINT MANAGEMENT	
Version: 1	COMPLAINT MANAGEMENT POLICY	
Revision: 2	Effective Date: Oct 2021	Revision Date: Sept 2022

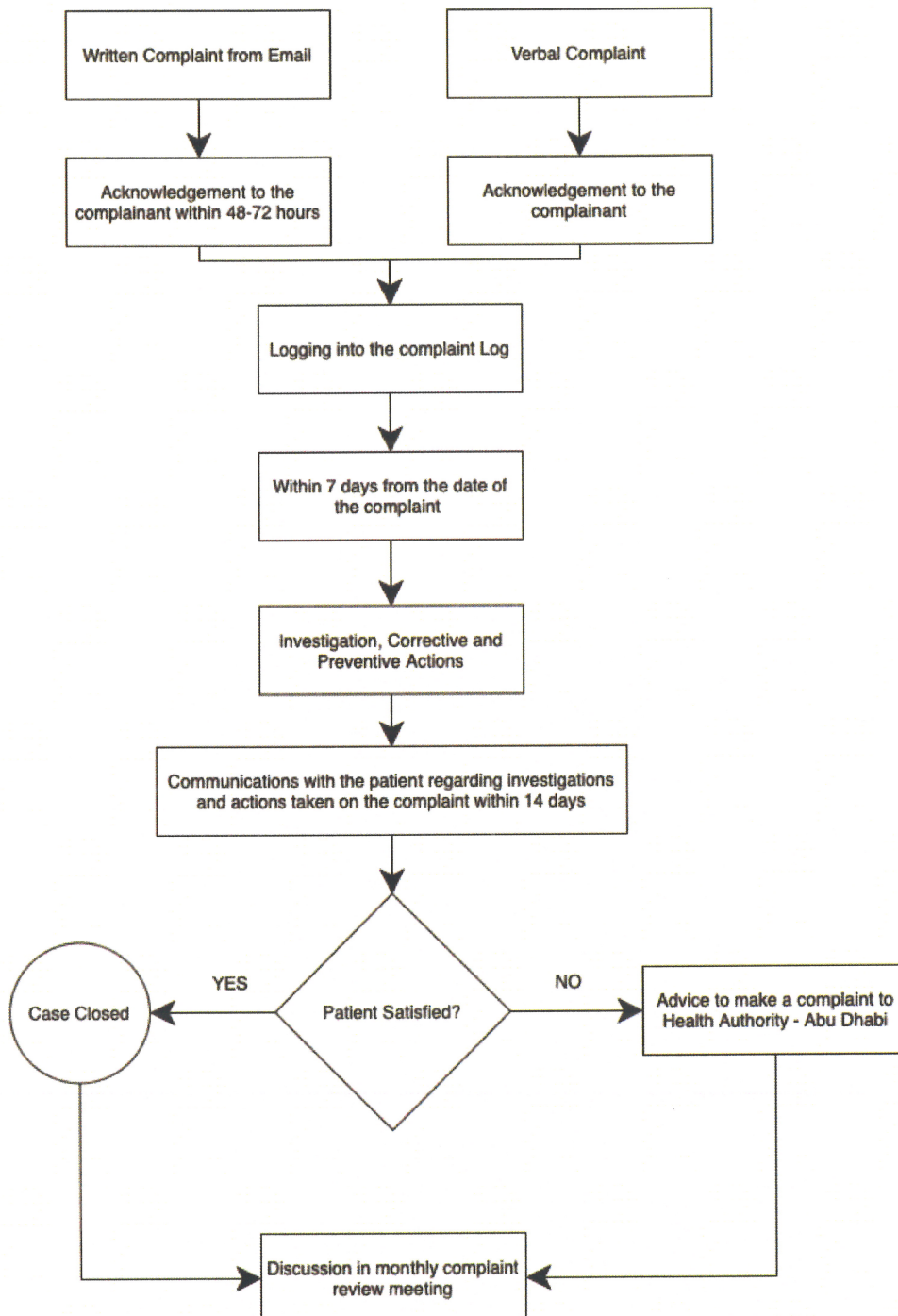
After resolving the complaint, director contacts the patient/visitor and informs his/her details about the investigation and also communicates the actions against the complaint to make the patient/customer satisfied.

If in any case, patient/visitor is still not satisfied with the investigation/actions regarding their complaints, they have the right to file a complaint to:

The status for the complaint is mentioned in the complaint log by the director soon after the communication with the patient/customer.

Improvement Review:

All the complaints for the month are discussed in the Complaint Review meeting, chaired by the General Manager/Director. The natures of complaints are discussed to evaluate the improvement in the system.

APPENDIX 1: PATIENT'S COMPLAINT FLOW PROCESS


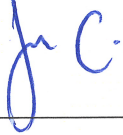


APPENDIX 2: COMPLAINT LOG TEMPLATE SAMPLE



ALOTEB COMPLAINT LOG

Name of Person Complaint is Against	Nature of Complaint:	Date reported	Action taken with date of first action:	Identify other agencies if complaint is referred	Complaint justified: Y/N	Date Closed

I certify that I had read and understood Complaint Management:

	Name	Signature	Date
Prepared By:	Jude Chiong [Administration Dept.]		23-10-2021
Reviewed By:	Dr. Megha Vineeth [Head of Physician's Dept.]		23.10.21
Approved By:	Dr. Mohammad Abedalnabi [Managing Director]		23.10.2021