



# PRIVATE HEALTH SERVICES REGULATORY COUNCIL

PHSRC GUIDELINE 05

DATE: 08.04.2011

## **COMPLAIN HANDLING PROCEDURE**

1. Any person aggrieved by the treatment process should complain to the relevant institution regarding his grievance
2. If he gets a satisfactory solution from the institution he need not complain to PDHS or to the PHSRC but still if he wants he may do so
3. If the institution feels that the same problem could arise in another institution this can be informed to PDHS or to the PHSRC for other institutions to learn from their mistake
4. If the complainant has not received a reasonable solution from the private medical institution/ care provider he may complain to the relevant PDHS or to the PHSRC
5. Complain should be entertained only from the patient concerned or the next of kin
6. A reasonable time bar should be set for complain to be received from the incident taking place unless the PDHS/PHSRC decides specifically
7. Complains received by the PHSRC will be directed to the complain handling sub committee
8. Complain handling sub committee will assess the nature of the complain and if it is a trivial complain no action will be taken to investigate

9. All the other complains will be submitted to the Authorized Officers to investigate
10. Investigation report to be submitted to the PHSRC with the recommendation of the PDHS within one month
11. Complains which are received by the PDHS's direct will be handled by the PDHS and report to the Council
12. In case of a very serious complain, Secretary will call an emergency complain handling sub committee meeting