
 وزارة الصحة Ministry of Health	المملكة العربية السعودية وزارة الصحة الإدارة العامة للطب المنزلي	 الطب المنزلي Home Medical Care
	Policy NO.: HMC-PRR-PPG-03 (3)	
Title: Patient Complaints Policy	Replaces Number: Two	Issue Date: 11/05/2016
Applied To: All HMC Staff All HMC Patients	Page: \ Of 4	Due: 11/05/2019

1. Purpose:



- 1.1.1 To facilitate, organise and manage the complaints, conflicts and dilemma process.
- 1.1.2 To eliminate barriers regarding the voices or complaints especially in older people and those with special needs.

2. Definition:

- 2.1 **Complaint:** is a statement that is unsatisfactory or unacceptable or a reason for dissatisfaction. (E.g. Objection, grievance, criticism.)
- 2.2 **Conflicts:** A serious disagreement or argument, typically a protracted one. (E.g. Dispute, quarrel, difference of opinion.)
- 2.3 **Dilemma:** A situation in which a difficult choice has to be made between two or more alternatives, especially ones that are equally undesirable. (E.g. Quandary, predicament, problem, puzzle.)



3. Policy:

- 3.1 When appropriate, patients/ patient family under HMC should be educated about their right to voice a complaint.
- 3.2 All HMC staff should direct the patient/family member who wants to voice a complaint to the Complaints Administration Coordinator in HMC.
- 3.3 All complaints should be properly investigated and when resolved, the patients should be notified about the result within 2 weeks.
- 3.4 In case of barriers all HMC staff should have an understanding of barriers of right to voice a complaint and how this should be addressed and resolved.

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4. Procedures:

- 4.1 Patient complaints and conflicts committee will be assigned by the unit in charge or a designee.
- 4.2 All HMC staff will be educated about the patient/patient family rights to voice a complaint and on the patient complaints policy.
- 4.3 In case of any communication barrier staff should work to resolve the barrier. e.g. Patient is deaf; Staff can communicate with the Patient's family and/or caregiver to help resolve this barrier or use a staff member who can use sign language.
- 4.4 The patient's right to voice a complaint should be included in the patients' rights and displayed in HMC waiting areas and also handed to the patient/patient's family at home on acceptance to HMC in the HMC information booklet.
- 4.5 Patient/family members who want to voice a complaint will be directed by any of the HMC staff to the HMC Receptor.
- 4.6 The Complaints Receptor will help the patient fill a complaint form (form 03.1) and explain to the patient the complaint process and that he/she will be called back to receive the feedback (within two weeks).
- 4.7 The Complaints Administration Coordinator should collect the patient complaints daily and document them in complaints log book.
- 4.8 The Complaints Administration Coordinator then should forward the complaint to the chairman of patient complaint team of HMC within a period, which should not exceed 24 hours.
- 4.9 The Coordinator of the patient complaint committee of HMC will then investigate the complaint after obtaining written statements of the involved employees, and track any preliminary action taken.

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4.10 When there is a complaint, the complaints committee should meet to review the complaint and any pertinent documents and then formulate the final recommendations (within five working days from receiving the complaint) using the patient complaints follow up form (Form 03.2).

4.11 In case of serious complaints (based on his/her own judgment), when deemed necessary the chairman of the patient complaints committee of HMC should call for an ad-hoc meeting.

4.12 The final recommendations will be forwarded by the Complaints Coordinator. Coordinator to:

4.12.1 The director of HMC for final approval.

4.12.2 Continuous Quality Improvement (CQI) team leader in HMC for trending and for analysis.

4.12.3 The Complaints Receptor will contact the patient/family and give him/her/them the feedback of the approved final recommendations. (1 weeks)

4.12.4 Administration coordinator will be responsible for following up the complaints and insuring that all complaints are fully

4.12.5 Processed in a maximum of 2 weeks period.

5. Responsibilities:

5.1 All Home Medical Care Personnel

5.2 All Home Care Patients

5.3 HMC Complaints Committee



6. Forms:

6.1 Patient Complaint Form/ HMC-PRR-Form-03.1

6.2 Patient Complaint Follow-up/HMC-PRR-Form-03.2

6.3 Patient Complaint Process Map/HMC-PRR-Form-03.3

7. References:

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- 7.1 Policies and procedures guidelines of Home Medical Care Center, Home Medical Care Administration, Medina Munwara Region, 2016
- 7.2 Policies and procedures guidelines of Home Health Care Unit, Family and Community Medicine Department at Riyadh Military Hospitals, 2014
- 7.3 Joint Commission International Accreditation Standards for Home Care, 2012
- 7.4 MOH Home Medical Care Standard, 2015

Prepared by: Dr.Rana Abed Alhelali Director Of Home Medical Care Center Home Medical Care Administration Medina Munwara Region	Signature:	Date:
Reviewed By: Dr.Aeshah .I. Al-Saghier Training and Development Advisor Home Medical Care General Administration Ministry Of Health, Riyadh	Signature:	Date:
Approved by: Dr. Ali Magboul Alarabi Alghamdi Director General of Home Medical Care MOH Headquarter, Riyadh	Signature:	Date: