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COMPLAINT MANAGEMENT
(To be completed by the Office for the Protection of the Rights of Health Recipients)

Instructions for handling the Complaint by the competent Administrative Services:

Hospital / Service Department (where the complaint is addressed to)

Complaint category: Medical Care: Information: Service: Other:

View of the Head of the Department:

Complaint handling or management:

Was the complainant informed? YES: NO: How:

Was the complainant informed that the full management of his case may require more than 30 days? YES: NO: If NO, explain why:

Was the case processed within the predefined period of 50 days? YES: NO: If NO, explain why:

Name of the Head of the
Office for the Protection of the Rights of
Health Recipients

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