

Department of Health
Complaints System

Department of Health Complaints System

We are committed to providing quality client-oriented service to the community. Our complaint handling system ensures that complaints are dealt with expeditiously and efficiently. The process also provides opportunities for us to identify areas for improvement.

A. Whom to lodge your complaint

You may lodge your complaint directly to:

- (a) The Client Relations Officer (CRO) of respective clinics / units of the Department of Health
- (b) Client Relations Unit of the Department of Health
Telephone : 2836 0077
Fax : 2836 0072
e-mail : enquiries@dh.gov.hk
- (c) Assistant Director (Family and Elderly Health Service)
- (d) Director of Health

B. How to lodge your complaint

You may lodge your complaint

- In writing (By letter, fax, email or clinic opinion forms)
- Verbally

C. You can help us by

You can help us handle your complaint more effectively by

- Providing your contact information so that we can inform you of the outcome of the investigation
- Providing us with clear concise information of your complaint

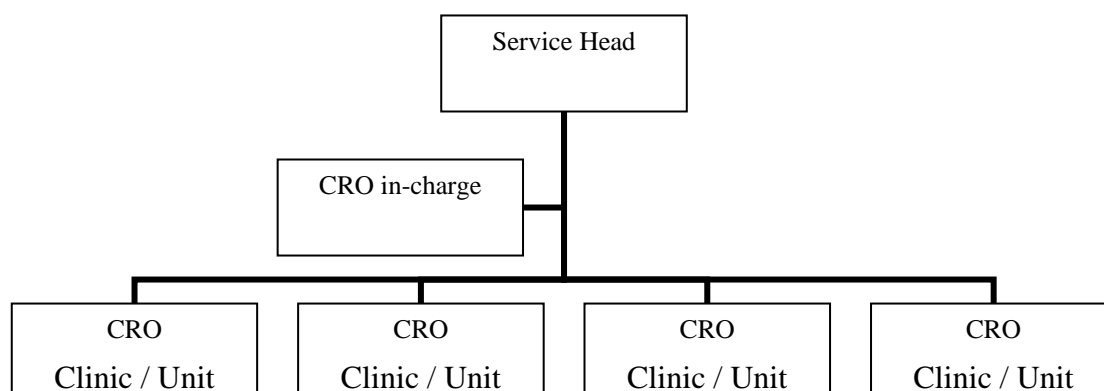
D. Other channels of complaint

You may also lodge your complaint against the Department of Health through other channels such as:

- Office of the Chief Executive, Hong Kong SAR
- Food and Health Bureau
- Secretariat of the Legislative Council / District Councils
- The Medical Council of Hong Kong or other respective Boards or Councils of healthcare professionals
- Office of The Ombudsman
- Consumer Council
- Equal Opportunities Commission
- Office of the Privacy Commissioner for Personal Data
- Media

E. What happens when a complaint is received

- **The Client Relations Officer (CRO) of the clinic / unit** shall be responsible for managing complaints lodged against the respective clinic / unit.
- The **CRO in-charge designated** by the respective **Service Head** shall be responsible for managing all complaints and enquiries lodged in relation to the Service, including those referred by the Client Relations Unit of the Department, and overseeing the management of complaints by CRO.
- The **Service Head** shall ensure that the investigations are properly conducted and improvement measures in the respective areas are monitored and duly implemented.



F. Performance pledge

We will ensure that we respond within the following target:

- Interim Reply: to be given within 10 calendar days after receipt of complaints.
- Final Reply: to be given within 4 calendar weeks after receipt of complaints (it may take longer time for complicated cases, but we will inform complainants about the progress within 4 calendar weeks).

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