

Department of Health Complaints Handling System

(Updated in July 2018)

Department of Health Complaints Handling System

We are committed to providing quality client-oriented service to the community. Our complaints handling system ensures that complaints against services provided by the Department of Health (DH) 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 DH
- (b) Client Relations Unit of DH Headquarter (DHHQ)
Telephone : 2836 0077
Fax : 2836 0072
e-mail : cru@dh.gov.hk

B. How to lodge your complaint

You may lodge your complaint:

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

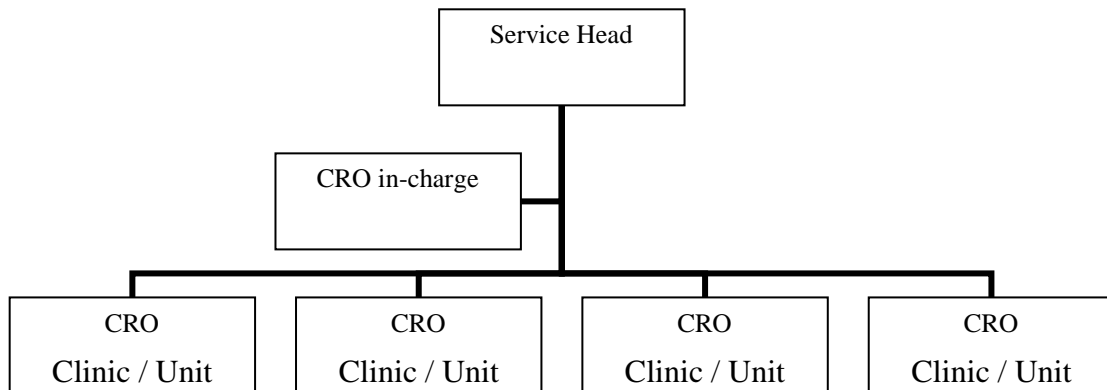
C. You can help us by

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. (*Please read the Statement of Purposes for Collection of Personal Data*)
- Providing us with brief information of your complaint, including the Service unit or person whom you would like to complain against, and the date/ time of the incident (if applicable).

D. 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 lodged in relation to the Service, including those referred by the Client Relations Unit of DHHQ, 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.



E. 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 30 calendar days after receipt of complaints (it may take longer time for complicated cases, but we will inform complainants about the progress within 30 calendar days).

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1. In writing (By letter, fax, email or clinic opinion forms)
2. Verbally

(a) Client Relations Officer of clinics / units of DH

(b) Client Relations Unit of DHHQ

Complaints managed by CRO of clinics / units

The Client Relations Officer in-charge will manage all complaints lodged in relation to the Service, including those referred by the Client Relations Unit, and oversee the management of complaints by CRO.

The Service Heads will ensure that investigations are properly conducted and improvement measures in the respective areas are monitored and duly implemented.