

COMPLIMENTS & COMPLAINTS (“C&C”) POLICY AND FORM

Purpose of this policy

This policy is intended to provide a mechanism for patients and others with whom the practice interact to communicate positive and negative matters to the Practice. This policy makes sure that we do what we do well, even better, and to address any concerns or complaints in an efficient and consistent manner, with the aim of solving matters in an amicable manner, prior to approaching other complaints bodies.

Part of the terms and conditions of the Practice

This policy forms part of the terms and conditions of this Practice. By visiting this Practice and agreeing to the Practice’s terms and conditions, all patients agree to follow this policy.

THE COMPLIMENT PROCESS

1. If we have done something well, or something unexpected, please feel free to provide such feedback to us immediately.
2. You are also welcome to complete the C&C Form to give us feedback, and you are welcome to include your suggestions as to how we can enhance your service to you.
3. You do not have to provide your name and details, but we would love to know who you are!

THE COMPLAINTS PROCESS

It is advisable to raise a concern or a complaint as and when the specific issue arises. However, this may not always be possible. In general, the Practice will deal with complaints as follows:

Step 1 : Verbal Complaint

1. If possible, the complainant raises their concern verbally as and when the matter occurs, and to the specific person (e.g., the receptionist, the doctor, etc.) If raised while in hospital to, for example, a nurse or the hospital liaison officer, they will bring the complaint to the Practice’s attention.
2. The person at whom the complaint is directed will attempt to address the complaint there and then, if possible.
3. A short note will be kept by the Practice of the complaint. This helps the Practice to improve on matters of concern. This note is NOT kept in the patient’s file, and a complaint has no impact on the care provided, or to be provided, to a patient.

Step 2 : Complaint Form Completion

1. If the matter is unresolved, the complainant will be requested to record the complaint in writing. Please provide as much detail, including supporting documentation, so as to assist in the understanding and desired resolution of the complaint.
2. The complaint form can be handed in at the Practice, or can be emailed to this dedicated email address – info@theeyecentre.co.za
3. The complaint will be considered by the doctor if it is of a healthcare nature, and he will also address complaints relating to general services, - accounts or those of non-healthcare nature.
4. The doctor or practice staff may contact the complainant to clarify certain details, to set up an appointment and/or to obtain more information.
5. If the complaint is anonymous (which the Practice does not recommend), addressing matters raised would be done in the best judgement of the doctor and without involving the complainant.

Step 3 : Resolution

1. The resolution phase may entail a meeting with the complainant during which the complainant could explain his/her point of view and the Practice could do the same. It could also serve to give feedback to the complainant as to how the Practice proposes to – or have resolve(d) the matter, and/or how it will deal with similar matters in future.
2. The complainant will if s/he needs to, receive time to consider the information provided and/or the proposed solution before the complaint is brought to conclusion.
3. The resolution will be recorded and kept separate from the patient's file. No complaint, irrespective of what the outcome, will affect the care to be received by the patient or his/her family of friends, at the Practice.

Step 4 : Unresolved Complaints : Mediation

If a matter remains unresolved, the complainant and the Practice will agree on a process of mediation. For this, the Practice uses a Peer Review Committee.

The mediator will be contacted by the Practice, and the mediator will then explain the process to both the Practice and the complainant.

The mediator will assist the complainant and the Practice to find a mutually acceptable way forward to resolve the complaint.

If resolution is not possible, an outside entity may be approached by the complainant.

Referral and Trust

1. If, based on the nature of the complaint and/or if the relationship of trust between the practitioner and the patient has broken down, the Practice may refer the patient to another practice which render similar services.
2. In the case of a referral, only a referral note on the healthcare status of the patient, and nothing else, will be shared with the practitioner to whom the patient is referred.

CONFIDENTIALITY

All matters pertaining to a complaint will be handled confidentially, and will only be shared if the complainant agrees to such sharing, or if the complainant takes further steps and the Practice has to address the complaint with an outside entity.

IMPORTANT CONTACT DETAILS

- Practice complaints manager: Cornelle Hotarek – info@theeyecentre.co.za – 021 852 6475
- Practitioner: Dr Paul R Keet

For complaints on medical scheme reimbursement, please contact:
complaints@medicalschemes.com