



health

Department:  
Health  
PROVINCE OF KWAZULU-NATAL

# Department of Health Mseleni Hospital

## COMPLAINTS PROCEDURE

**FORWARD YOUR COMPLAINTS TO THE PERSON INCHARGE OF THAT SECTION./WARD.**

**IF NO ASSISTANCE RECEIVED, FORWARD YOUR COMPLAINTS TO THE PUBLIC RELATIONS OFFICER (PRO) MR. THABANI NTULI ON**

**Tel: 035 574 1004**

**Cell: 083 761 9901**

**Email: [thabani.ntuli@kznhealth.gov.za](mailto:thabani.ntuli@kznhealth.gov.za)**

**Office: Park home, behind to Peads Ward, first door.**

**AGAIN IF NO ASSISTANCE RECEIVED, FORWARD YOUR COMPLAINTS TO ACTING HOSPITAL MANAGER, DR. V.G. FREDLUND.**

**Tel: 035 574 1004**

**Cell: 083 761 9901**

**Email: [victor@mseleni.co.za](mailto:victor@mseleni.co.za)**

**Office: next to reception/switchboard**

**MOST IMPORTANT THINGS TO DO!!!!**

**DO NOT LEAVE THE HOSPITAL PREMISES WITHOUT COMMUNICATING WITH A SENIOR MEMBER AVAILABLE AT THAT TIME.**

**IF IT HAPPENS THAT YOU LEAVE THE HOSPITAL YOU ARE STILL WELCOMED TO FORWARD YOUR COMPLAINT THROUGH A LETTER OR BY TELEPHONE HAVING THE FOLLOWING :**

**Your physical & postal address**

**Your mobile or telephone number.**

## OKUMELE UKWENZE UMA UNESIKHALAZO

**XOXISANA NOMPHATHI WE-WODI/UMTHOLAMPILO NOMA UMPHATHI WALESO SIGCEME ONESEKHALAZO KUSO.**

**UMA UNGASIZAKALI XOXISANA NOMXHUMANISI WESIBHEDLELA UMNUMZANE THABANI NTULI.**

**UCINGO: 035 574 1004**

**UMAKHALEKHUKHWINI: 083 761 9901**

**I -Email: [thabani.ntuli@kznhealth.gov.za](mailto:thabani.ntuli@kznhealth.gov.za)**

**Office: Park home, emva kwegumbi lezingane.**

**UMA UNGASIZAKALI FUTHI, XOXISANA NOMPHATHI WESIBHEDLELA U DOKOTELA V.G. FREDLUND .**

**UCINGO: 035 574 1004**

**UMAKHALEKHUKHWINI: 072 807 3059**

**Email: [victor@mseleni.co.za](mailto:victor@mseleni.co.za)**

**Office: next to reception/switchboard**

**UNGAPHUMI UHAMBE ESIBHEDLELA UNGAXOXISANANGA NAYI NOMA YILIPHI ILUNGA LABANYE ABAPHATHI KWAMANYE AMALUNGA, AKHONA NGALESOSIKHATHII.**

**UMA-KE KWENZEKILE WAZE WAHAMBAMBA ESIBHEDLELA, WAMUKELEKILE UKUFAKA ISIKHALAZO SAKHO NGENCWADI NOMA NGOCINGO KUBE NALEZIZINTO EZILANDELAYO,**

**I- adilesi otholakala kuyo**

**I-namba yocingo otholakala kuyo**