



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

Gamalakhe Community Health Centre complaint mechanism

Any complaint reported to the Public Relations Officer or referred to the PRO by any personnel in any form, including telephonic, written or verbally will be treated with confidentiality and urgency. The PRO will accept and coordinate all forms of complaints, but during the process of solving a complaint, management will be notified. The head of section which the complaint is directed at will be required to perform confidential and accurate investigations. Minor complaints can be resolved on the spot, but if the patient is not satisfied, she/he can launch a complaint in writing. If the patient is still not happy after the final response, they also have the right to take it further.

Step 1

If it is a minor complaint, we will acknowledge your complaint as soon as we receive it. We will apologize, and explain if the situation is something beyond our control and try to offer alternative service.

If it is major complaint, we will require you to present your case/complaint in a written format. We will acknowledge your complaint through writing and open a file for your complaint.

Step 2

The PRO will present all weekly complaints to management.

Step 3

The PRO will then write to the Head of that section where the complaint occurred. The Head will be required to conduct a full investigation about the incident. Management will be notified constantly about proceedings.

Step 4

The Head of Section will then write a full report to the PRO after investigations. The PRO will write to the patient. The aim of this report is to close the complaint, but if the patient is still unhappy, an investigation is conducted again. On delicate cases, the Medical Manager will invite the patient to the institution for medical examinations. Should it happen that the patient is still not happy she/he also has the right to take it further.

Remember: Patients are required to provide full details of the incidents, including the name of the health worker, Department/Section where the incident took place, contact details of patient, including date, telephone number, fax number, email (if available), postal address and the number that appears on the repeat card.

The Office of the Public Relations is committed to effective and proactive communication services that put patients first in conjunction with the National [Batho Pele Principles](#).