



TOWNHILL HOSPITAL COMPLAINTS PROCEDURE

The public has the right to lodge the complaint, make a suggestion or compliment about the hospital

THERE ARE DIFFERENT WAYS TO DO THIS:

1. if you are in the hospital you can:

- Ask to speak to the person in charge of the section you would like to lodge a complaint, make a suggestion about or complement. if you are not happy with the way your problem has been handled, you may then ask to speak directly to the pro for further assistance.
- Alternatively, you can put a written submission in the suggestion boxes which are available in all wards.
- You can also use the complaints and suggestions forms which can be found next to the suggestions box or from the pro's office and put it into the suggestions boxes. your submission will be acknowledged within three days.

2. IF YOU ARE OUTSIDE THE HOSPITAL

- You can phone the pro's office on 033 341 5518 or 033 341 5500 and leave the message with the switchboard operator.
- Alternatively, you can write a letter and fax it to 033 394 2105 for the attention of the pro.
- you can also post the letter to the P.O. Box 400 Pietermaritzburg 3200, or
- contact the hospital pro Mr themba Hlongwane by e-mail themba.hlongwane2@kznhealth.gov.za

Your complaint will be acknowledged within three days, remember to include your contact details for correspondence

if the problem can be resolved as the same time, that will be done. However, if the problem requires further investigation, it will be noted and you will be informed of the hospital's response and remedial action approximately within seven working days. if you are not yet happy with our response, then your problem will be forwarded to the hospital CEO Ms ZG Mfeka.

REMEMBER CONFIDENTIALITY IS OUR MAIN PRINCIPLE