



<input type="checkbox"/> ADMINISTRATE POLICY & PROCEDURE (APP)		<input type="checkbox"/> INSTITUTIONAL POLICY & PROCEDURE (IPP) <input type="checkbox"/> INTERDEPARTMENTAL <input type="checkbox"/> INTERNAL	
TITLE		POLICY NUMBER/V#	
Patient Complaint Policy		MMC – ADM – 11 (01)	
INITIATED DATE	EFFECTIVE DATE	REVISED DATE	
02/08/2025	01/08/2025	01/08/2028	
REPLACES NUMBER		NO. OF PAGES	
N/A		03	
APPLIES TO		RESPONSIBILITY	
All Admin workers		Quality and patient safety	

**1. PURPOSE:**

- 1.1 To identify areas that require the immediate attention of leaders.
- 1.2 To support the patients in their right to complain in a manner they prefer.
- 1.3 To make certain that concerns are addressed and responded to in an appropriate and timely manner and utilized within the organization as basis for process improvement initiatives, and fulfilling the requirements of national and international standards and other regulatory bodies.

**2. DEFINITION:**

- 2.1 Complaint: A verbal/written statement by a patient/family/visitor explaining a problem and/or requesting a solution.

**3. POLICY:**

- 3.1 All patients, families and visitors have the right to voice a complaint and have their conflict or complaint addressed and resolved.
- 3.2 The process of each complaint's investigation shall start and process within 24 hours of receiving it and should be resolved within a maximum of 7 days.
- 3.3 All complaints shall be analyzed and trended, and information presented to leaders for corrective actions is to be developed and implemented.



3.4 All Information and action plans from complaints and surveys shall be included in the quality and safety program and reported to governance.

3.5 Each complaint will have a serial number according to the Patient Complaint System

#### 4. PROCEDURE:

- 4.1 When the patient raises a complaint, this complaint could be related to medical issues or non-medical.
- 4.2 For non-medical related complaints, the Clinic manager will attempt to resolve it immediately and will write it in the complaint database.
- 4.3 If it was not possible to be resolved, the clinic manager will write the Patient is Statement in the complaint Form and will forward it to the concerned entity, response must be received within 3 working days.
- 4.4 For medical complaints, the clinic manager will forward the complaint by email to the physician involved and to the medical director and response must be received within 3 working days.
- 4.5 The result of the investigation and the action taken will be communicated to the complainant by ...and the complaint will be considered as CLOSED if accepted by the complainant.
- 4.6 If the complainant did not accept the result, the complaint will be discussed with the center's director and a Patient/Family meeting, if needed, will be conducted for resolution.
- 4.7 If the patient does not answer after 3 attempts to reach him/her during 3 days, the Clinic manager will send him/her an SMS, the complaint will be closed.
- 4.8 The clinic manager will enter all complaints in the complaint database.
- 4.9 The clinic manager will analyze all the complaints on quarterly basis and will discuss the findings in the center's executive committee in order to identify opportunities for improvement.

#### 5. RESOURCES:

- 5.1 N/A

#### 6. CROSS REFERENCE:

- 6.1 N/A

#### 7. REFERENCES:

- 7.1 CBAHI National Standards for Ambulatory Care Centers, Effective Jan,2020.
- 7.2 The Joint Commission International (JCI), 7<sup>th</sup> Edition, Effective Jan 2021.

**8. FORMS & ATTACHMENT:**

8.1 Complaint Form

**9. Approved:**

PROVALS & REVIEWS::			
Prepared By	Title	Date	Signature
Dr. Mostafa Mohammed Osman	Quality Director	02-08-2025	
Reviewed By			
Dr. Abdulmajeed Abdullah Saleh	Medical Director	02-08-2025	
Approved By			
Eng. Meshaal Hussein Alghamdi	Executive Director	02-08-2025	