

Department:	Patient's Experience (PFR)		
Document:	Multidisciplinary Policy and Procedure		
Title:	Patient and Family's Complaints		
Applies To:	All Social Worker, Physician and Nursing Staff		
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1. PURPOSE:

- 1.1 To define and outline the process expected in handling patient and family's complaints in Maternity and Children Hospital, Hafer Al Batin

2. DEFINITIONS:

- 2.1 **Complaints** – a verbal/ written statement by a patient/ family/ visitor explaining a problem requesting a solution.
- 2.2 **Verbal Complaints** - a spoken complaint by a patient/ family/ visitor that needs an answer.
- 2.3 **Written Complaints** – an accusation written by anybody (patient, visitor, family member) that is submitted for an answer and explanation.
- 2.4 **937 Call Center** – Receive all patient complaints and feedback.
- 2.5 **Patient** – an individual who is direct recipient of care in Maternity and Children Hospital, Hafer Al Batin.
- 2.6 **Visitor** – a transient individual who temporarily appears at Maternity and Children Hospital, Hafer Al Batin for the purpose of visiting a patient who is admitted as inpatient.

3. POLICY:

- 3.1 It is the policy of Maternity and Children Hospital, Hafer Al Batin that patients, families and visitors complaints should be considered in the form of verbal or written complaints.
- 3.2 The policy states that all complaints made by the patients/ families/ visitors either verbal or written should be handled in a confidential manner throughout the investigation process.
- 3.3 Maternity and Children Hospital, Hafer Al Batin defined and outlined process in handling patient and family's complaints should be adhered to by all hospital employees.
- 3.4 All major reports either verbal or written complaints should be submitted to the Hospital Director by the follow up and investigation office for his information.
- 3.5 As a policy of Maternity and Children Hospital, Hafer Al Batin, Off – Duty – Manager (PRO) should be available in all the clinical areas according to their scheduled assignments.
- 3.6 All complaints made by anybody either verbal or written should be documented in the patient complaint form by the Off – Duty – Manager (PRO).
- 3.7 All complaints or occurrences involving an employee (e.g. Nurses) should be considered an OVR issue.
- 3.8 All verbal complaints should be handled by the Off – Duty – Manager (PRO) in collaboration with the treating Physician.
- 3.9 Complaints (verbal/written) that could not be resolved by the Off – Duty – Manager (PRO) should be forward to the follow up and investigation office for final resolution.
- 3.10 **937 Services** receive all calls from patients about health related aspect as well as monitor patient's notifications, settle the problem as soon as possible anytime and anywhere across Kingdom of Saudi Arabia and follow up them according international standard.

4. PROCEDURE:

- 4.1 The Off – Duty – Manager (PRO) receives all complaints (verbal/ written) presented by any complainant in all the clinical areas.
- 4.2 The Off – Duty – Manager (PRO) transcribes all received complaints in the patient complaint form.
- 4.3 There will be an initial response within 2 hours to patient/ family/ visitor complaints that are referred to him verbally.
- 4.4 If the complainant is not satisfied with the response, then the complaint is conveyed to the Off – Duty – Manager (PRO) who in return, will refer the case to the follow up and investigation office for further action.
 - 4.4.1 Clinical and non – clinical complaints the Off – Duty – Manager (PRO) shall resolve the problem in conjunction with the treating physician and/ or the Medical Director.
- 4.5 Whenever a complaint or occurrence is found by Off – Duty – Manager (PRO) to be an issue that involves an employee (e.g. Nurse) then an OVR form will be processed (filled – up) by him/ her and a copy is submitted to Quality Management and Patient Safety.
- 4.6 If the issue concerns the patient that involves the employee and the incident was reported to the treating Physician then a response from him/her must be submitted in writing to the Off – Duty – Manager (PRO) within seventy two (72) hours/ 3 days from the date the complaint was forwarded.
- 4.7 If the response is received within seventy two hours/ 3 days, a written follow up request will be submitted to the follow up and investigation office by the Off – Duty – Manager (PRO) for further action.
- 4.8 The results of all complaints will be communicated to the complainants (patient/ family) by the Patient Relations Department.
- 4.9 All results of major complaints must be reported to the Hospital Director for his information.
- 4.10 Patient Relation Department should maintain a record of all patient complaints that should be submitted to the Quality Management and Patient Safety for analysis.
- 4.11 At a minimum, the result of the analysed report should be forwarded to the Hospital Director, the Medical Director and the Nursing Director for their guidance and information.

5. MATERIAL AND EQUIPMENT:

N/A

6. RESPONSIBILITIES:

- 6.1 Physician
- 6.2 Nurse
- 6.3 Off – Duty – Manager (PRO)
- 6.4 Social Worker
- 6.5 Nursing Director
- 6.6 Medical Director
- 6.7 Hospital Director

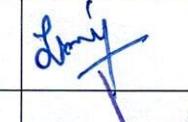
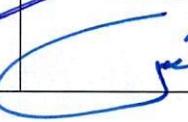
7. APPENDICES:

N/A

8. REFERENCES:

- 8.1 Joint Commission International (2003) Patient Family Rights, Care of Patients, Governance, Leadership and Direction.
- 8.2 Kingdom of Saudi Arabia, Ministry of Health, Prince Mutaib Bin Abdulaziz Hospital, Administrative Policy and Procedure, 1439.

9. APPROVALS:

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