



HOW TO MAKE A COMPLAINT?



Aster
HOSPITAL

We'll Treat You Well



Digital Version



INTRODUCTION

We value and respect the views of everyone who has reason to use our services. If you are unhappy with any aspect of your experience, either as a patient or a relative/carer, we want to know about it. We are keen to learn from you so that we can act when things have gone wrong and improve what we do in the future. Making a complaint will not affect your treatment.

WHO CAN COMPLAIN?

- Current or past patients of the Aster
- Representatives of patients (e.g. relatives, friends or carers) acting with their consent
- People acting on behalf of deceased patients, acting with the consent of the patient's next of kin

WHEN CAN I COMPLAIN?

- You should make your complaint as soon as possible after the event

HOW DO I COMPLAIN?

- You can make your complaint orally, electronically or in writing.
- You should always try to let the person delivering the service or their manager know that you are unhappy, so they can put things right at the time whenever possible
- We understand that you may not always feel comfortable doing this. You can instead speak to the , who can help to sort out problems on your behalf. You can also email us.....
- If you are still unhappy you can give a written complaint to the , who can investigate your concerns with respective stakeholder.

WHAT HAPPENS WHEN I COMPLAIN?

- A member of the- Department will contact you to discuss

your concerns, advise on the best way to deal with them and discuss how long this is likely to take.

- Assignee shall note down all your concerns and will review your concerns with respective stakeholder.
- We will keep you updated on what is happening and agree with you the best way to do this (telephone/email/letter)
- We will try to make the process as easy as possible.

HOW LONG WILL THIS TAKE?

- We will contact you within three working days of receiving your complaint.
- We will agree a reasonable timescale with you to give us enough time to respond to your complaint in the way agreed
- If it looks like we cannot get back to you by the date we agreed, we will contact you to explain why this is and let you know when we will be in touch again

HOW WILL YOU GET BACK TO ME?

- When we first get in touch with you, we will agree how we will respond to your complaint. This may be by a telephone call from another department, a meeting with senior staff or a letter following a formal investigation.
- We will keep you updated with progress, using the means agreed during our initial contact (telephone, email or letter)

WHAT IF I'M NOT SATISFIED?

- If you are not happy with how your complaint has been handled, please let us know. We can agree some other ways of dealing with your concerns. For instance, if you've had a response by letter, we can set up a meeting to talk about the things you are still unhappy about.

• We will always try to find ways to resolve your concerns within the Aster. However, if we have tried all reasonable means of resolving your concerns and you are still dissatisfied you can request a revisit/review.



PLEASE SCAN FOR
THE LOCATION

Aster HOSPITAL

We'll Treat You Well

Mankhool, Kuwait Road, Al Mankhool - Dubai

📞 04 440 0500 🌐 asterhospitals.com 📱 📧 📺 asterhospital

DEPARTMENTS

Accident & Emergency • Anesthesiology • Cardiology • Clinical Nutrition
Dental Centre • Dermatology • ENT • General Surgery • Insurance
Internal Medicine • Laboratory Services • Neurosurgery • Ophthalmology
Obstetrics & Gynaecology • Orthopedics • Patient Affairs