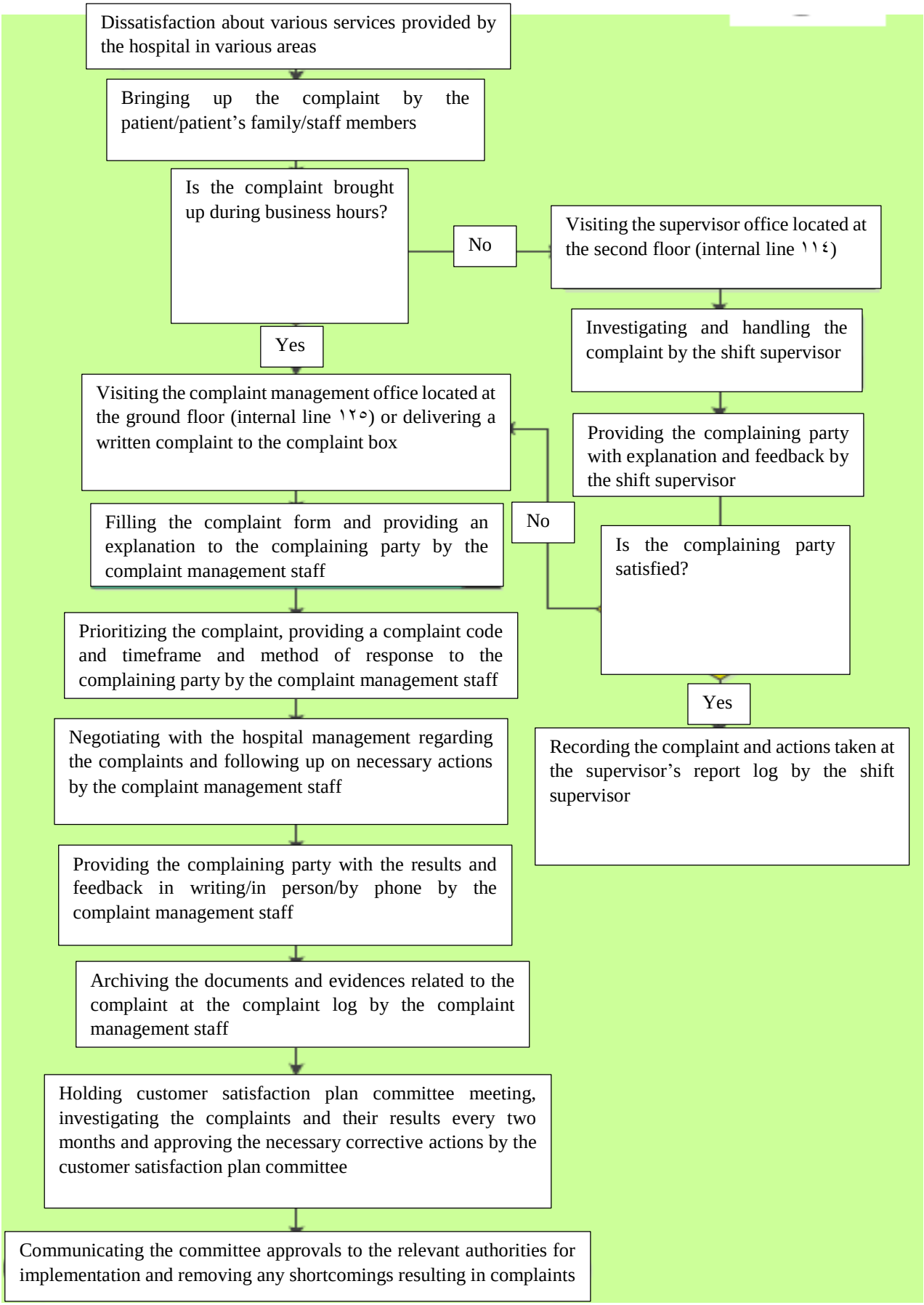
Dissatisfaction about various services provided by the hospital in various areas
Bringing up the complaint by the patient/patient's family/staff members
Is the complaint brought up during business hours?
No
Visiting the supervisor office located at the second floor (internal line ١١٤)
Investigating and handling the complaint by the shift supervisor
Providing the complaining party with explanation and feedback by the shift supervisor
Is the complaining party satisfied?
No
Yes
Recording the complaint and actions taken at the supervisor's report log by the shift supervisor
Yes
Visiting the complaint management office located at the ground floor (internal line ١٢٥) or delivering a written complaint to the complaint box
Filling the complaint form and providing an explanation to the complaining party by the complaint management staff
Prioritizing the complaint, providing a complaint code and timeframe and method of response to the complaining party by the complaint management staff
Negotiating with the hospital management regarding the complaints and following up on necessary actions by the complaint management staff
Providing the complaining party with the results and feedback in writing/in person/by phone by the complaint management staff
Archiving the documents and evidences related to the complaint at the complaint log by the complaint management staff
Holding customer satisfaction plan committee meeting, investigating the complaints and their results every two months and approving the necessary corrective actions by the customer satisfaction plan committee
Communicating the committee approvals to the relevant authorities for implementation and removing any shortcomings resulting in complaints