

COMPLAINTS PROCEDURE

If you are unhappy with the treatment or service that you have received at any of our clinics, you are entitled to make a complaint.

Please ensure that you complain within 3 months of the event(s) concerned or within 3 months of becoming aware that you have something to complain about (up to a limit of 12 months).

A complaint can be made by a patient or other person affected or likely to be affected by the actions or decisions of the clinic or a practitioner.

Should you wish to register a complaint, please use the following guidelines:

Verbal complaint

You can raise any concerns you have immediately by speaking to a member of staff (eg. doctor, nurse, midwife, receptionist). They may be able to resolve your concerns without the need to make a more formal complaint.

Should you feel that you wish to speak to another party, please ask to speak to our Clinical Services Manager, Business Manager or Head Nurse. She will write down your complaint and will work towards resolving the complaint quickly and appropriately.

You should receive a verbal response from her within 10 working days or a written response within 25 working days. This deadline may be extended with your agreement, and you will be kept informed of progress.

Written complaint

Written complaints are defined as letters or e-mails, and should be addressed to our Clinical Services Manager at either: anita@centralhealth.com.hk or: Central Health Medical Practice, 5th Floor, Baskerville House, 13 Duddell Street, Central.

You should receive a verbal response from her within 10 working days or a written response within 25 working days. This deadline may be extended with your agreement, and you will be kept informed of progress.

If you feel that your doctor has been negligent in your care, the doctor concerned can be reported to the HK Medical Council at: www.mchk.org.hk or The Council on Human Reproductive Technology at: www.chrt.org.hk/english/contact/contact for issues related to IUI procedures.