



## PURPOSE

This policy is to standardize the process for the complaints management in the school clinic according to the HAAD (Health Authority of Abu Dhabi) requirements.

## POLICY STATEMENT

The process of complaints management will result in the accountability of the school clinic to provide safe, effective and quality health care/services for the students. The complaints management process is provided in an accessible, impartial and effective way, and ensures client's rights and responsibilities, confidentiality and quality control of the process.

- 1) The complaint handling procedures are widely published and easily understood.
- 2) The steps for making complaints are simple and transparent and adequate assistance is given to complainants with special needs.
- 3) The school / school clinic will engage in a fair, full, and impartial investigation.
- 4) The school nurse who deals with complaints will regard complaints as natural and positive suggestions.
- 5) The school complaints procedure is designed to provide full investigation and resolution of complaints, and to provide a rapid response which aims to be fair for all parties concerned.
- 6) Every complaint will be viewed as having the potential to lead to improvement/s in the services provided by the school clinic.
- 7) The procedure will not be used to blame / victimize the school nurse. Information gained during the investigation of the complaints, if required, may indicate a need for a disciplinary investigation of the school nurse or the school clinic that would then be activated under the HAAD's separate procedure.
- 8) Any comments or misgivings voiced by student / parent should be listened too. It will be frequently possible for the school nurse to provide reassurance or an explanation there and then.
- 9) Complaints received in writing are acknowledged within three working days and resolved within a predetermined time period.
- 10) Complaints not resolved in the school clinic and require independent review need to be reported to the Customer Care Team at HAAD.
- 11) In case of harassment, threats or physical violence directed against the school nurse and school staff or their families, personal contact with the complainant or their representatives shall be discontinued and the complaint will thereafter be pursued through written communication.
- 12) Letter of complaint, replies or minutes of meetings relating to complaints is to be retained in the Customer Care Team (HAAD) for a period of three years.

## SCOPE

The complaints management policy is applicable for the school clinic and will allow all concerned to follow the same standardized process/ procedure in order to ensure quality control and patient rights, responsibilities and safety.





## TARGET AUDIENCE

All students and their families, the school staff and the school clinic nurse.

## RESPONSIBILITY

- 1) The school nurse is responsible for ensuring that staff is aware of the complaints procedure and that staff attitudes are positive and welcoming to complaints.
- 2) The school nurse is responsible for ensuring that complaints are dealt with effectively, either by resolving them immediately or by explaining the complaints procedure and helping complainants to use it.
- 3) The school nurse will immediately refer the complaints to the principle / assistant director of the school.
- 4) The principle will forward complaints requiring an independent review to the Team Leader of the Customer Care Team at the HAAD.

## PROCEDURE

- 1) A Notice is displayed in the school clinic giving details of how an individual can make a complaint.  
Complaints do not have to be made in writing, using the complaint policy (Appendix 1) but will be accepted by email, in a face to face conversation or telephone conversation. The appropriate telephone numbers and email addresses are displayed clearly on the posters.
- 2) Complaint may be made by the student, the parent / guardian or any visitor to the school.
- 3) Complaints will not be accepted more than 6 months after the date of events about which the complaint is made.
- 4) Emphasis will be placed on resolving complaints within 6 months after the events which give rise to them and as near as possible to the location in which they occur.
- 5) It is expected that the majority of complaints will be resolved locally with fairness and justice within the school, without the need for referral to the Health Authority.
- 6) Every application from a complainant, who remains dissatisfied following the local resolution procedure, will be referred to the Team Leader Customer Care Team (HAAD) for review.

## CROSS REFERENCE

Health Authority – Abu Dhabi

Division/Department/Section: SD/CCT

Subject: Complaints Management, Reference Number: SD/CCT/P0001/07

Issue Date: August 2007- Revision Date: August 2009- Version: II

