

# About the Complaint Management System

## Complaint Management System (CMS)

The Complaint Management System (CMS) formally called the Client Complaint Mechanism was launched in October 2000 as part of the Ministry's commitment to quality improvement and customer service.

In 2017, the Client Complaint Mechanism was revised to meet ISO 10002: 2014 standards; input from the healthcare workers and key stakeholders were included and the output is what is being used by the public health facilities today.

The Complaint Management System (CMS) is part of the Ministry of Health and Wellness' (MOHW) Compassionate Care Programme which seeks to improve service delivery for our clients. The feedback from our clients about their experience in receiving and delivering care are important and help shape the decisions for improving service delivery.



*The CMS is geared towards addressing concerns, dissatisfaction, or queries related to treatments, procedures or services offered at public healthcare facilities, or from any of the customer-facing divisions within the Ministry.*

## Purpose of Complaint Management System (CMS)

- Collect feedback from concerned or dissatisfied clients, patients, relatives, visitors and staff.
- Provide a means for failures/ complaints to be investigated and so we can put in place actions to correct and prevent it from happening again.
- Allow internal and external clients an opportunity to contribute to improvements by way of their complaints and recommendations.
- Identify and track trends about service delivery so we can be informed about what programmes, legislation or policy to develop, review and or change.
- Provide redress for our clients.

***“Quality Healthcare is your right!”***

It is the **right of all clients to comment, provide suggestions, compliment or complain** about any of the services provided by the Ministry of Health & Wellness and the network of facilities within each Regional Health Authority. Responding appropriately to comments, compliments and complaints received and learning from them is key to providing quality customer-focused services that benefits the patient and the healthcare worker.

When you make a complaint, the staff will listen to your concerns and explain how they can help and what you need to do. It is understood that you may be upset and frustrated about the some aspect of the health service and wish to make a complaint, it is **important for you speak respectfully to the staff, listen to what they have to say** and **allow the process to work for you**. While you exercise this right, remember the right of the healthcare worker too.

If you believe that the standards of care, treatment or practise falls short of what is acceptable, please let us know. We are committed to providing a complaint management system that allows you to be heard and responded to.

***“Your Experience Matters to Us!”***

