

## HCS COMPLAINT & GRIEVANCE PROCESS

### (1) **MAKING COMPLAINT(S)**

- Any complaint must be lodged to HCS orally, in writing, by email, phone or by completing a complaint form.



### (2) **RECEIVING COMPLAINT(S)**

- Any complaint must be *acknowledged* quickly to reassure the participant or family or anyone of the public that their concerns have been received.



### (3) **RECORDING COMPLAINT(S)**

- All issues raised in the complaint must be recorded in the complaint form, the black book and enter into the register.



### (4) **ASSESSING COMPLAINT(S)**

- HCS Team Leader to assess a complaint carefully. (Refer to Resolution Process)



### (5) **REVIEWING COMPLAINT(S)**

- HCS complaints must be submitted to the Management to review a complaint carefully (Refer to Resolution Process)



### (6) **RESPONDING TO COMPLAINT(S)**

- HCS assigned staff to respond to complainant efficiently (Refer to Resolution Process)



### (7) **WITHDRAWING COMPLAINT(S)**

- If the complainant withdraws a complaint, the HCS assigned officer/investigator must continue with the investigation and relay the outcome in a form of a report to the CEO with all the necessary details.

### **Guideline for Resolution of Complaint(s):**

Classification	Description	Timeframe
<b>Simple</b>	A complaint that is resolved at the point of service	Resolved immediately at point of service
<b>Standard</b>	A complaint that usually has only one single issue or concern	Resolved within 20 working days of receipt
<b>Complex</b>	A complaint that has multiple issues and/or is serious in nature and usually requires an extensive investigation	Resolved within 60 working days of receipt