



health

Department of Health  
**NORTHERN CAPE**

This is to confirm that this policy has been reviewed according to the agreed time-frames and no changes to the current policy are required.

## **Policy for Managing Complaints Made by Health Service Users**

### ***Version control***

Version: 02

Publishing Date: December 2013

Review Date: Within 3 years from the Publishing Date

Responsible Manager: Director for

Approved by the Head of *Ms Gugulethu MATLAOPANE*

Department: *Ghansu* Date: 05 / 12 / 2013



## **Policy for Managing Complaints Made by Health Service Users**

### ***Version control***

Version:	01
Publishing Date:	03 August 2011
Review Date:	After 12 months but not before 18 months from the Publishing Date
Responsible Manager:	Director for Standards Compliance & Quality Management

## Contents

Forward by the MEC for Health .....	3
Vision, Mission and Values .....	4
Policy Aim.....	5
Policy Scope .....	5
Policy Statement.....	6
Roles and Responsibilities.....	8
Review and Distribution.....	9
Acknowledgements and Sources.....	9

