

COMPLAINTS PROCEDURE

These rules address the procedure for handling complaints filed in connection with the provision of health services at the ISCARE a.s. clinical centre.

1. Persons Entitled to File Complaint

- the patient
- the patient's legal representative
- a close person if the patient is unable to do so due to his/her health condition or if he/she has died
- a person authorized by the patient

2. Receipt of Complaints

Complaints in Written Form

Complaints from patients (or from persons entitled to file a complaint) in written form are forwarded to the ISCARE a.s. Secretariat. A member of the Board of Directors of ISCARE a.s. will designate the complaint handler.

The statutory time limit for resolving a complaint is 30 calendar days from the date of its receipt. The complainant will be notified of the resolution of the complaint within this time limit. The set time limit may be extended, only in justified cases, by further 30 days. In such case, ISCARE a.s. will inform the complainant within 5 days about the extension of the time limit for the resolution of the complaint, including the reasons for it. By law, ISCARE a.s. allows the complainant to inspect and make copies of a specific complaint file.

In the event that the complaint is addressed directly to one of the departments of ISCARE a.s., the complaint is forwarded by that department to the ISCARE a.s. Secretariat and is handled according to the previous paragraph.

When a written complaint is received in person, the receipt is confirmed for the complainant on the copy of the complaint.

Complaints in Oral Form

If the complainant filed the complaint only in oral form and the complaint was not satisfactorily resolved at the oral hearing, the complainant will be invited to file the complaint in written form. The complainant may send the complaint in written form by e-mail to vedeni@iscare.cz or by post to the clinic's address, or he/she may write the complaint on the spot.

3. Investigation and Handling of Complaints

Within the deadline set by a member of the Board of Directors of ISCARE a.s., the complaint handler will forward his/her statement to the ISCARE a.s. Secretariat. The member of the Board of Directors of ISCARE a.s. will send the complainant, through the Secretariat, a statement with a cover letter, or only his/her final assessment of the complaint.

If the investigation of the complaint requires a longer period of time due to the complexity of the content, the member of the Board of Directors of ISCARE a.s. will inform the complainant through the Secretariat that the time for handling the complaint will be extended, but not beyond the time set by law for handling the complaint.

Anonymous written complaints will not be investigated.

4. Complaint to the Administrative Authority

If the complainant does not agree with the handling of the complaint by ISCARE a.s., he/she may file a complaint to the administrative authority competent according to Section 93(2) of Act No. 372/2011 Coll., on health services and conditions of their provision.

5. Related Legislation

Act No. 372/2011 Coll., on health services and conditions of their provision.

6. Address for Filing Written Complaint

Secretariat
ISCARE a.s.
Českomoravská 2510/19
Libeň, 190 00 Praha 9

e-mail: vedeni@iscare.cz