



Unifying Dubai's Healthcare

Complaints Process

Oct 2020

Complaints Process

Who is Responsible to Receive the Complaints?

The Customer Happiness Department in Dubai Health Authority (DHA) is the body receiving your complaint. If the complaint is regarding NABIDH Health Information Exchange (HIE), then it will be forwarded to the Health Information & Smart Health (HISH) Department in DHA. The HISH department is responsible for accepting the complaints from the subject of care (e.g., patients), healthcare providers, or participating organisations on the practices or issues relating to NABIDH data privacy and management. For all administrative complaints not related to data privacy and management, the subject of care has to contact DHA Wassel Sotak: wasselsotak@dha.gov.ae.

All complaints are private, confidential and protected. Access to information or documents regarding a complaint will be restricted to the appropriate HISH department professional staff. Records related to complaints will be stored in a secure location, either in hard copy or in electronic format.

Neither the NABIDH team nor users who view information through NABIDH will retaliate, discriminate against, intimidate, coerce, or otherwise reprise patients or patient advocates related to the filing of a complaint.

How Do I Complain?

You can complain by calling 800 DHA (800 342), or by emailing info@dha.gov.ae.

When complaining, tell us:

- Facility Name (In case of Healthcare providers, or participating organisations),
- DHA Facility Licence number (If applicable),
- Your full name and phone number,
- As much as you can about the complaint,
- What has gone wrong, and
- How you want us to resolve the matter.

What Happens When I Complain?

Our complaints procedure has two stages:

1. Stage One – Front Line Resolution

If the complaint was categorised as minor by the NABIDH team, then we will give you our decision at stage one within five working days unless there are exceptional circumstances. This could mean an on-the-spot apology and explanation if something has gone wrong, and immediate action to resolve the problem.

If we aren't able to resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to stage two.

2. Stage Two – Investigation

Stage two deals with two types of complaints: those that have not been resolved at stage one and those that are complex and require detailed investigation.

The Patient Data Privacy Committee will:

- Acknowledge receipt of your complaint within five working days.
- Where appropriate, discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for.
- Give you a full response to the complaint as soon as possible and within 30 working days. If our investigation is likely to take longer than 30 working days, we will inform you. We will agree revised time limits with you and keep you updated on progress.

The Patient Data Privacy Committee cannot normally look at:

- A complaint that has not completed our complaints procedure.
- Events that happened, or that you became aware of, more than a year ago.
- A matter that has been or is being considered in court.

Contact Us

Dubai Health Authority, Health Regulation Sector, Health Information & Smart Health Department, NABIDH Office, Festival Tower, Floor 26



800 DHA (800 342)



info@dha.gov.ae



<https://nabidh.ae>