

PUBLIC COMPLAINT SYSTEM AND PROCEDURE

A person who is not satisfied on account of any of the following:

1. The setting up and operation of any private medical facility in any part of the country, especially where the facility is not conducted in the best interest or general well-being of the patients;
2. The suitability of the private medical facility in terms of facilities and equipment;
3. A decision or an action of the Board regarding the licensing, retention, inspection, monitoring and supervision of a private medical facility;
4. Any form of misconduct by a member of staff of the Board;

Should kindly follow the following grievance procedure:

1. Lodge a formal complaint in writing to the Registrar, Private Hospitals and Maternity Homes Board, P. O. Box MB 534, Ministries Post Office, Accra. E-mail: phmhb73@yahoo.com
2. The Board will investigate the complaint.
3. The complainant may be invited to assist in the investigation should the need arise.
4. All other persons involved in the accusation or the medical facility in question will also be contacted for their side of the story.
5. The Board will respond to the complainant indicating the results of its investigation into the complaint and the action to be taken to address the problem.
6. If the complainant is still not satisfied with the decision of the Board they may appeal to the Minister of Health.

Help the Private Hospitals and Maternity Homes Board instill safety and quality in private medical practice FOR LIVES ARE AT STAKE!!!

(Signed)

**DR. DOCIA O-A. SAKA
AG. REGISTRAR**