

COMPLAINT HANDLING PROCEDURE

Our priority at My Clinic is top-notch healthcare and maximum client satisfaction. However, if despite all our efforts, you are not satisfied with the provision of health services or related care, you have the right to file a complaint or objection regarding the provision of health services or related activities. Your feedback is a valuable source of information that helps us assess and improve the quality of the care provided.

A complaint according to Act No. 372/2011 Coll. on Health Services, as amended, may be filed by the client, their legal representative or guardian, a close person (in case the client cannot do so due to their medical condition), or a person authorized by the client. If the complaint is filed on behalf of another person, it is necessary to provide written authorization from the represented person.

Complaints or suggestions can be submitted in writing to the address of My Clinic, via the data box, by email to stiznosti@myclinic.cz or orally in person or by phone, preferably through the reception or client line. Filing a complaint should not be to the detriment of the client.

The submitted complaint or record of it must include:

- name and surname of the complainant and, if applicable, the client if they are a different person,
- contact information of the complainant,
- essential factual circumstances,
- signature of the complainant,
- in the case of a record of an orally submitted complaint, the identification of the person who recorded it.

If you do not wish to provide contact information or sign the complaint record, the complaint cannot be considered a formal complaint under the law and will be treated as an informal complaint. Anonymous complaints will also be treated as informal complaints. If the complaint does not contain factual circumstances, we will ask you to provide these details. If this is not possible (if you do not provide contact information or do not respond to the request), the complaint will be treated as an informal complaint or, if it contains no relevant factual circumstances, it will be dismissed.

A complaint under the law must be handled by My Clinic, and the notification to the complainant must be sent within 30 days from the date of receipt of the complaint. If you do not agree with the resolution of the complaint under the law, you can file a complaint with the Health Department of the Prague City Hall. In such a case, you must state the reason for your disagreement with the resolution of the complaint by My Clinic.

You can, of course, also submit an informal complaint, suggestion, or praise. For this purpose, please use the satisfaction survey or any of the forms of submission mentioned above.