

Committee on Complaints against Private Healthcare Facilities



www.ccphf.org.hk

Contact us

If you wish to make a complaint or obtain further information, please contact the Secretariat of the Committee on Complaints against Private Healthcare Facilities at :

Address : Room 402, 4/F, 14 Taikoo Wan Road, Taikoo Shing, Hong Kong
Telephone No. : (852) 3107 2667
Fax No. : (852) 2117 1936
E-mail Address : ccphf@dh.gov.hk
Office Hours : Monday : 9:00 a.m. to 1:00 p.m. and 2:00 p.m. to 6:00 p.m.
Tuesday to Friday : 9:00 a.m. to 1:00 p.m. and 2:00 p.m. to 5:45 p.m.
(Closed on Saturdays, Sundays and public holidays)



Background of the Complaints Committee

The Committee on Complaints against Private Healthcare Facilities (Complaints Committee) is a statutory committee established under the Private Healthcare Facilities Ordinance (the Ordinance) (Cap. 633) to handle complaints against licensed private healthcare facilities (PHFs) (including hospitals, day procedure centres, clinics and health services establishment) ^{Note 1} related to matters happened after the licence is put into effect.

Note 1 : At present, all private hospitals and day procedure centres are issued licences under the Ordinance. Please visit Private Healthcare Facilities Register for details.



How does the Complaints Committee handle complaints ?

The Ordinance established a two-tier complaints management system in handling complaints against PHFs. The Ordinance states that the licensee of a PHF must put in place a complaints handling procedure for receiving, managing and responding to complaints that are against the PHF. We recommend that the public may first provide feedback or make complaint to the licensed PHFs when they have any comments or dissatisfaction with the PHF. If the complainant is not satisfied with the handling and reply of the PHF concerned, the complainant may then make a further complaint to the Complaints Committee.

The Complaints Committee, when handling a complaint against a licensed PHF, will examine if the said PHF has complied with the Ordinance or the relevant code of practice to consider whether the complaint is substantiated.

A preliminary processing panel is set up under the Complaints Committee. It will make preliminary assessment of the complaint and will submit a report to the Complaints Committee. After considering the report submitted by the preliminary processing panel, the Complaints Committee will appoint a case panel to handle the complaint and make recommendations if the Complaints Committee considers that further investigation of the complaint is required.



Does Complaints Committee appoint

a case panel for each complaint case ?

The Complaints Committee may refuse to appoint a case panel to consider the complaint if

- the complaint is not related to compliance with the Ordinance or the related codes of practice
- the complaint is made 2 years or later after the subject event happened
- the complaint is made anonymously or the complainant cannot be identified or traced
- the complaint relates to a commercial matter
- the subject matter of the complaint has been referred to, or is being considered by, the coroner
- the complainant has instituted legal proceedings for the same subject matter
- the Complaints Committee considers that the complaint is frivolous or groundless



Who can make a complaint

to the Complaints Committee ?

- A patient of the PHF
- A next of kin of the patient
- A substitute decision maker of the patient ^{Note 2}
- A person authorized by the patient in writing to make a complaint
- The personal representative who acts officially for the deceased patient

Note 2 : Substitute decision maker of the patient is defined in accordance with the provision in section 3 of the Electronic Health Record Sharing System Ordinance (Cap. 625). According to the said Ordinance, in case the patient is aged below 16, please refer to section 3(2) of Cap. 625 for the eligible person who may lodge the complaint. In case the patient is aged 16 or above and is of one of the descriptions in section 3(3) of Cap. 625, please refer to section 3(4) of Cap. 625 for the eligible person who may lodge the complaint.



How to make a complaint ?

If the complainant has already made a complaint to the related PHF but is not satisfied with the handling and reply of the PHF, the complainant may submit the following documents and information to the Complaints Committee :

- A duly completed complaint form
- Information substantiates the complaint, if any
- A statutory declaration ^{Note 3}

Note 3 : According to the Ordinance, the complainant should make a statutory declaration as to the truthfulness and correctness of the information given to substantiate the complaint.

