

Investigation of Complaints at Alavi Ophthalmological Treatment & Educational Center

Complaints mad by patients
& clients

Through Tel: 32674953
- 09144932861

SMS to
10000925475308

Complaints Box

Personal Reference:
Complaints investigation authority in
morning shifts and Supervisor
in evening shifts

Periodical Classification of
Complaints by Complaints
Investigation Authority

Complaints are sent to the head of hospital by Complaints
Investigation Authority for issuance of order

The complaints are sent to the related department by Complaints
Investigation Authority as ordered by the head of hospital

The text of complaint is investigated with the related authority

The problem is solved and corrective action is taken
by the related authority

The feedback is given to Complaints Investigation Authority
by the related authority

YES

Is the complained person satisfied?

NO

The case is finalized

The case is referred to
the related authorities
at university

The case is posed in medical ethics committee and is periodically
monitored and assessed by Complaints Investigation Authority

A basic analysis is made on complaints by monitoring as
assessment committee members

Corrective Action

Reporting the
resulting to the family of the complained
person and executive management team