



WHAT YOU SHOULD DO IF YOU WANT TO COMPLAIN, GIVE A COMPLIMENT OR MAKE A SUGGESTION



Follow QR Code to Access the form on our Webpage

Lodge a complaint or record a compliment or suggestion

VERBALLY:

Approach the official responsible for managing complaints, compliments and suggestions.

Jacobie Retief

012 653 8468

152 Hendrik Str, Wierda Park

The complaint, compliment or suggestion will be recorded on a prescribed form.

IN WRITING:

Fill in the prescribed form that is available next to the designated box or from the responsible official. The form will guide you on the information needed. Hand over the form to the official or place it in the box provided to post complaints, compliments,

Dr Loulene Raubenheimer Practice

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times

ontvangs@drloulene.co.za

Email or

Fax or

Post

ASK A FAMILY MEMBER OR FRIEND:

To submit a complaint, compliment or suggestion on your behalf in writing or verbally



The complaint will be acknowledged within 5 working days

The complaint will be investigated

The complaint will be resolved and redress conducted within 25 working days. Should the case require more time for investigation, updates will be provided.

0800 029 999

Should you be dissatisfied with the outcome, lodge the complaint at the district/provincial office or call centre on:



health

Department of Health
REPUBLIC OF SOUTH AFRICA