



TOOLKIT 32 · MEDICAL TOURISM ENDORSEMENT · TOOL 4 OF 4

Complaints and Redress for International Patients — Route and Record

A patient who has flown home cannot walk to reception. The route that works across borders, the timelines, and the redress the facility commits to

Statement given to every international patient

If anything about your care or your bill is wrong, tell us — by email, phone, video call or message, in your language, from anywhere. You will get a case number within 2 working days and a written answer within 20. If you prefer to tell someone independent, ASF Patient Voice (france-asf.fr/complaints, hotline _____) accepts complaints about this facility from any country, anonymously if you wish. Complaining will never affect your care or your follow-up.

Step	What happens	By when
1 · Receive	Any channel, any language; coordinator logs it; interpreter arranged for the reply	Same day
2 · Acknowledge	Written acknowledgement with case number, the named handler, and the Patient Voice route	2 working days
3 · Investigate	By someone not involved in the care; records reviewed; treating clinician's account; patient interviewed remotely	10 working days
4 · Answer	Written answer in the patient's language: findings, apology where due, remedy offered, how to escalate	20 working days
5 · Remedy	Per the table below; implemented and confirmed in writing	As agreed
6 · Learn	Logged in the incident system (Toolkit 8); anonymised learning in the bulletin; trends to the board and the Patient Council	Monthly

Remedies the facility commits to

Finding	Remedy
Care or communication fell below the standard, no harm	Explanation and apology; change made and reported back
Billing error or undisclosed charge	Refund of the difference within 30 days; correction of the invoice
Harm caused by the treatment	Open disclosure (Toolkit 9); treatment of the complication per the disclosure (Tool 2); assistance with home-country care; where revision is needed, revision here at no charge or a contribution to local treatment as agreed
Return travel required for a complication attributable to the facility	Costs of return and stay per the disclosure document
Complaint upheld about a staff member	Handled under Just Culture (Toolkit 8); the patient told what action was taken

Record per complaint: case no. · date · country · channel · language · handler · acknowledged (date) · answered (date) · remedy · Patient Voice involved ☐ · closed (date). Quarterly audit: acknowledgement and answer times against target; remedies delivered.

ASF standards: Medical Tourism endorsement — complaints and redress (means of verification: statement given, record, quarterly audit); Complaints Policy; Patient Voice