Organisation name Site or unit		REGISTER Post-discharge complaint response register	
Document ID	AFT-REG-003	**Version**	1.0
Status	Blank form, to adapt	**Issue date**	
Review date		**Replaces**	
Owner		**Approved by**	
Signature			

Standards › Standard 42 › Registers and logs

Register · AFT-REG-003 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 42.6

1. Purpose

Records each complaint or feedback received after discharge, the answer given and the action taken.

2. How to complete

- Record each complaint when received.
- Record the date the answer was given.
- Record any action taken.

3. Checks

Check	Entry
Complaint date and route	Yes
Answer date	Yes
Within defined time (yes or no)	Yes
Action taken	Yes

4. Evidence

Reference	Note
E-009	Based on the WHO Global Patient Safety Action Plan 2021–2030 for transitions of care, the WHO Emergency Care Systems framework for urgent help, and the ASF Hospital standard for discharge and aftercare.
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

5. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

6. References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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