Organisation name Site or unit		POLICY Complaints and Feedback	
Document ID	INC-POL-002	**Version**	1.0
Status	Blank form, to adapt	**Issue date**	
Review date		**Replaces**	
Owner		**Approved by**	
Signature			

Policy · INC-POL-002 · Version 1.0 · Approved by the ASF Expert Committee

Supports: **2A.6**, **2A.10**

1. 1. Purpose

To receive, respond to and learn from complaints and feedback from patients, families and the public [E-006, EC].

2. 2. Scope

All complaints and feedback about care, staff, facilities or services at the facility.

3. 3. Responsibilities

Role	Responsibility
complaints officer	Logs each complaint, acknowledges it and tracks the response.
clinical director	Reviews clinical complaints.

4. 4. Procedure

- Accept complaints in person, by phone, in writing, online or through a representative [E-006].
- Acknowledge within 5 working days and state the expected response date [E-006].
- Assign to a person with no conflict of interest in the matter [E-006].
- Give a written response within 30 days, or tell the complainant why more time is needed [E-006].
- Record the complaint, response and learning in the complaints log [EC].
- Tell the complainant how to appeal to the chief executive [E-006].

5. 5. Records

Complaint form, complaints log, response letter.

6. 6. Evidence

Reference	Note
E-006	ASF Policy Framework v1.2.
E-009	ASF Expert Committee consensus. Local legal timeframes to check.

7. 7. Change history

Version	Date	What changed	Approval
1.0	—	First approved version	Approved by the ASF Expert Committee

8. 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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