Organisation name Site or unit		REGISTER International complaint log	
Document ID	MTR-REG-003	**Version**	1.0
Status	Blank form, to adapt	**Issue date**	
Review date		**Replaces**	
Owner		**Approved by**	
Signature			

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

Supports: 24.7

1. Purpose

Records each complaint from an international patient, including those made from abroad, and the response given.

2. How to complete

- Record each complaint, whether made in person or from abroad.
- Record the response and its date.
- Check the response is sent within the set time.

3. Checks

Check	Entry
Complaint (date, route: in person or from abroad)	Yes
Response sent (date)	Yes
Within set response time (yes or no)	Yes
Outcome	Yes

4. Evidence

Reference	Note
E-009	Based on the WHO Patient Safety Curriculum Guide (2011) and the NICE guidance on venous thromboembolic diseases (NG158, 2020).
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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