Policy · AFT-POL-001 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 42.6

At a glance

- A complaint or feedback route can be used after discharge, by phone, online and in person.
- Each complaint is read and answered within the defined time (AFT-REG-003).
- Complaints are used to change practice where a pattern is found.
- No complaint is closed without an answer.
- Stop and get help straight away if: a complaint after discharge is logged and never answered.

1. Purpose

To make sure patients can complain after they leave, and that complaints lead to a reply and to action (42.6).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of the facility
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions

Term	Meaning
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background

A patient who leaves may still have a complaint, and may find it hard to raise it from home. A complaint route that works after discharge, and answers are given, keeps the service accountable.

5. Responsibilities

Role	Responsibility	Competence
Patient experience lead	Owns the route and the response standard	Clinical director
Responding manager	Answers each complaint and records the action	Patient experience lead

6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

7. Safety

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Step 1. Receive.

- Receive the complaint by any of the routes offered and log it (AFT-REG-003).

Key point: Received.

Step 2. Answer.

- Answer the complaint within the defined time.

Key point: Answered.

Step 3. Act.

- Act on the complaint where needed and record the action.

Key point: Acted.

10. Decision points

- No decision points in this procedure.

11. Special situations

Situation	Action
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Complaints answered within the defined time	95%	Monthly	Patient experience lead	Escalate to the clinical director

14. Records

Record	Kept in	Retention
Record named in this document	Patient record or the area file	the period set by the facility’s records policy years

15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

16. Related documents

ID	Title	Use
AFT-REG-003	Post-discharge complaint response register	Register
INC-POL-002	Complaints and feedback (existing)	Policy

17. 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.

18. Change history

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

E-learning for this document

- **Complaints Handling and Patient Feedback** (T-12)

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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