

## Handling of Complaints Control Sheet

Complaint Case Ref. No. :

Complaint Case Title :

Date of Receipt of the Complaint :

Case Handling Officer :

### Procedures

### Date of Completion

### Remarks

1. Report to Hong Kong Phlebotomy and Intravenous Infusion Association head office in **3 working day** upon the receipt of the complaint
2. Acknowledgement Receipt within **2 weeks** upon the receipt of the complaint and conduct investigation
3. Inform the complainant that mediation cannot be resolved and the investigation procedure will be implemented (go to the procedure item 5)
4. Submit mediation report to HKPA head office within **2 weeks** upon the completion of the mediation (go to the procedure item 7)
5. Investigation completed within **8 weeks** after the receipt of complaint or the complaint cannot be resolved by mediation
6. Submission of Investigation Report to Commissioner within **6 weeks** after completion of Investigation
7. Submission of Investigation Report with remedial measures to Staff officer (Adm) within **2 weeks**

8. Concluding Reply to the Complainant within **2 weeks** after Staff Officer(Adm)'s endorsement

9. Complainant request for review within **2 weeks**

10. Issue the Staff officer (Adm)'s Reviewing result to the complainant

11. Complainant not satisfied with the result of the Review and appeal to Commissioner, HKPIVA.

12. Case Closed