



# Complaints about private health facilities and their medical staff

## About the Service

This service enables community individuals to submit complaints or comments about MOHAP-registered private medical and pharmaceutical facilities or their medical or technical employees in Northern Emirates (Sharjah, Ajman, Umm Al Quwain, Ras Al Khaimah and Fujairah)

## Service Process

- Login to the MoHAP website or smart app using the UAE PASS, or visit customer happiness center/representative office.
- Fill in the required data, and attach the supporting documents and submit the complaint (through the complaints system).
- The customer is contacted to clarify and understand the details of the complaint and its classification.
- In the case of administrative complaints: Sending an administrative report to the concerned health facility. Receive the response from private health facility through the system to verify the validity of the complaint. The concerned health facility is contacted to solve the problem amicably, or to take the necessary action in accordance with the Ministry's laws and legislation. In complaints related to inspection, and if the complaint is proven, the complaint file (including the inspection report) is transferred to the Health Practices Control Committee to take the necessary measures.
- In the case of medical complaints: Request a medical file from the concerned health facility. Send the medical file to the Medical Liability Committee. Set a technical committee by the Medical Liability Committee. Technical committee meeting. The Medical Liability Committee approves the report of the Technical Committee and it is sent to all concerned parties (the customer, the health facility, the concerned doctor and others) and the necessary actions are taken according to the complaint.

## Required Documents

- Requirements for manual submission of a complaint: Fill in the complete data (complainant data - patient data - complaint file) in the complaints system. Attach medical documents related to the patient's health condition (if any).

## Conditions & Requirements

1. Complaints may be submitted against health and pharmaceutical facilities in the private sector that are licensed by the MOHAP. This includes private health facilities in the northern emirates (Sharjah, Ajman, Umm Al Quwain, Ras Al Khaimah and Fujairah). Complaints against medical facilities located in the Emirate of Dubai or the Emirate of Abu Dhabi should be channeled through the authorities concerned
2. Complaints may be submitted by citizens and residents of the UAE
3. A complainant should be a mentally sane adult above the legal age (21 years) or, alternatively, should the patient be unable to submit their complaint in person, the complaint may be submitted by the patient's guardian, family member or any person holding power of attorney to act on his or her behalf
4. Complaints related to financial and insurance matters are not received, the customer is directed to submit the complaint at the competent authority (the Economic Department).

## FAQ's

### Service completion duration

- 45 days (according to complaint procedures) The time frame depends on the nature of the complaint. Complaints may take an extensive and detailed investigation and for a longer time to ensure the interests of all parties and achieve the best results.

### Service fees

### Service channels

### Service locations

- MOHAP website: [mohap.gov.ae](http://mohap.gov.ae)
- MOHAP SmartApp
- MOHAP Customer Happiness Center – Dubai
- MOHAP Customer Happiness Center in the representative offices

### Support

For support, contact us through:

- E-Mail: [info@mohap.gov.ae](mailto:info@mohap.gov.ae)
- MOHAP Call Center: 80011111

### Payment channels

- None - Service is free

### Target audience

- All community individuals receiving health services in the private sector of the MOHAP

### Resources

- [Circular - reporting of medical errors resulting from the transfer of patients Available in Arabic - JPG 153KB](#)
- [Circular - Available in Arabic - JPG 816KB](#)
- [Acknowledgment of waiver of a complaint against private health facilities Available in Arabic - DOCX 190KB](#)
- [Medical complaint process - Available in Arabic - PDF 1838KB](#)
- [Copy patients' files to CD - Available in Arabic -JPG 151KB](#)
- [User Manual - Complaints about Private Health Facilities and their Medical Staff - PDF 1141KB](#)
- [Infographic - Complaints about private health facilities and their medical staff - PDF 380KB](#)

### Sector name

Health Regulation

### Main service

Control Audit and Inspection Department

### **Service Code**

110-07-006-000

### **Service Classification**

Transactional

### **Related Services**

- This service is not linked with any service packages

### **Service Bundle**

This service is not linked with any service packages

### **Number of Users**

521

### **Number of Transactions**

495

### **Notes**

- The service is limited to complaints submitted to private health and pharmaceutical facilities licensed by the Ministry of Health and Prevention
- For any inquiries about the service kindly contact the representative offices - the call center

### **Sustainable Goals**

Good Health And Well-Being