

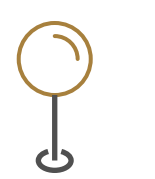
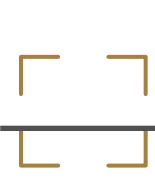







## Complaints about private health facilities and their medical staff

This service allows community members to submit complaints or comments about MOHAP-registered private medical and pharmaceutical facilities or their medical or technical employees in Northern Emirates.

 <b>Department name</b> Control, Audit and Inspection	 <b>Sector</b> Health Regulation	 <b>Main Service</b> Control and Inspection	 <b>Service Code</b> 110-07-006-000
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 <b>Service Classification</b> Transactional	 <b>Variation / Auxiliary</b> Variation	 <b>Service Type</b> Government to Customer
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### Service Process

- 01 To apply for e-services, create an account on MOHAP website or SmartApp with a username and password, or visit customer happiness center/representative office.
- 02 Fill in the required information, attach the supporting documents, and submit the complaint (through the complaints system).
- 03 The customer will be contacted for clarifications on the complaint.
- 04 In the case of administrative complaints: Send an administrative report to the concerned health facility. You will receive the response from the private health facility through a system that will verify the validity of the complaint. The concerned health facility is then contacted to solve the problem amicably, or to take the necessary action in accordance with the Ministry's laws and legislation. In the case of 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.
- 05 In the case of medical complaints: A medical file is requested from the concerned health facility. The file is sent to the Medical Liability Committee, which forms the technical committee. A technical committee meeting is held. 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

- Fill in the complete information in the complaints system
- Attach medical documents related to the patient's health condition (if any)



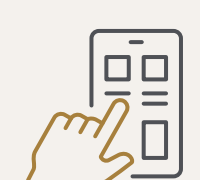
### Requirements & Conditions

- The 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 channelled through the authorities concerned.
- Complaints may be submitted by citizens and residents of the UAE.
- A complainant should be a mentally fit 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.
- 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).

### Service Channels



MOHAP Website



MOHAP SmartApp

### Resources

- [Complains & Grievances System \(CGS\) Applicant User Manual](#)
- [Copy of patients' files to CD - Available in Arabic](#)
- [Medical complaint process - Available in Arabic](#)
- [Acknowledgment of waiver of a complaint against private health facilities - Available in Arabic](#)
- [Infographic - Complaints about private health facilities and their medical staff](#)

### FAQs

#### 1. Against who one can submit a medical complaint?

A complaint may be submitted against any registered private medical and pharmaceutical facilities or their medical or technical employees in the Northern Emirates (Sharjah, Ajman, Umm Al Quwain, Ras Al Khaimah and Fujairah). The complainant will be referred to the health authority concerned in one of the health facilities of Dubai and Abu Dhabi.

#### 2. Can I make a complaint about health insurance or other financial complaints?

The Medical Complaints Procedure System deals only with medical practice. Complaints related to financial and insurance matters will not be considered as they fall under the jurisdiction of the consumer protection and behavioral authorities (judicial bodies).

#### 3. What happens after a complaint is submitted?

- The Health Governance Officer will contact the complainant to verify and understand the details of the complaints and their classification.
- The concerned department communicates with the private health facilities to receive the relevant medical documents.
- The department will follow up with the Medical Liability Committee to study the complaint and coordinate the meetings of the technical committee.

#### 4. How long does it take to resolve a medical complaint?

The time frame depends on the nature of the complaint. Complaints may require an extensive and detailed investigation to ensure that all parties get the best results.

#### 5. What is the next step after obtaining the decision of the Medical Liability Committee regarding the outcome of the complaint?

The complainant has the right to use the committee's decision in the judicial authorities.



#### Average Service Time

45 days (according to the 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.



#### Payment channels

Service is free



#### Target Audience

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



#### Service Locations

- MOHAP website: [www.mohap.gov.ae](http://www.mohap.gov.ae)
- MOHAP SmartApp
- Email: [info@mohap.gov.ae](mailto:info@mohap.gov.ae)



#### Related Services

This service is not linked with any services



#### Service Bundle

This service is not linked with any service bundle



#### Support

**Email**  
[info@mohap.gov.ae](mailto:info@mohap.gov.ae)  
**Call Center**  
80011111



### Service Fees

Free

### Sustainable Development Goals



### Notes

- The service is limited to complaints submitted against 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