



# Our commitment to dealing with complaints

Although the staff who look after you will do all they can to make sure that you are treated properly and promptly, it must be acknowledged that things do occasionally go wrong. We very much take the view that when there has been cause for complaint, it is important to acknowledge this, to put things right quickly and to learn from the experience. We will therefore investigate your concerns with those who are directly concerned with the provision of the care in question, and respond as quickly as possible.

DaVita is committed to ensuring that any person or organisation using services provided by or affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

This information tells you what to do if, for any reason, you wish to complain about your care and treatment at any of the facilities within the DaVita China.

## Our commitment

If you make a complaint to DaVita you can expect that we will:

- Treat you with respect;
- Tell you what to expect while your complaint is being looked into;
- Carry out the complaint handling process in a fair and open way;
- Provide reasons for decisions that are made;
- Protect your privacy.



## Making a complaint

A person wishing to make a complaint may do so in writing or verbally to:

- The staff member they were dealing with at the time, unless you are making a complaint about this person;
- The clinic manager or person working in that capacity;
- The regional operations lead;
- DaVita Country Management;
- And you can put your complaint in the feedback box, available in your facility.

## To whom should I initially make the complaint

As far as possible, you should talk to someone who is close to the cause of your immediate concern for example a doctor, nurse, receptionist or other member of the local care team. In many cases the problem should be resolved straight away.

## Complaints to DaVita China

You may want to make a complaint to someone not directly involved in your care. Complaints can be made verbally, in writing or electronically using the following contacts routes:

If you wish to make a verbal complaint or find out more information about making a complaint you can call: telephone 0531-88909333. A written record of the complaint will be made and you will be sent a copy of the written record for your agreement before an investigation commences.

If you wish to make a complaint in writing you may do so using this address:

Address (HQ): 14388 Jingshi West Road, Changqing District, Jinan City,  
Shandong Province

To make a complaint electronically you can use the following links to send details.

Email: [Shihong.Jing@davita.com](mailto:Shihong.Jing@davita.com)

Website: [www.sd-davita.com](http://www.sd-davita.com)

It is helpful to provide your contact details including your telephone number so we can respond back to you. It is also helpful to provide other details such as patient name, date of birth as this will help with the investigation. If you wish to remain anonymous, we will respect your wish although it may prevent us from fully investigating your complaint.

## Who can complain

Anyone who has or is receiving care within a DaVita facility.

If the patient wishes a relative or advocate can complain on their behalf. However, we will require the patient's permission (consent) to provide information to these other parties.

If the patient has died, is a child or is unable to complain themselves because of physical incapacity or lack of capacity the complaint maybe made by a person acting as a representative, in this case formal evidence should be requested.

## When should I make a complaint?

It is important to make the complaint as soon as possible after the event.

We will normally only investigate complaints:

- Made no later than 12 months after the event;
- Made within 12 months of you realising you have something to complain about.

These time limits can be extended at the discretion of the country management if it is clear the complainant has good reason for not making the complaint within the time limit, and notwithstanding the delay it is still possible to investigate the event.

## What can you expect after making a written complaint?

In case of a written complaint (feedback box, letter or email) we will seek to contact you within 3 working days of receiving your complaint.

You will be asked if you would like a written response or a verbal response, the discussion will also involve agreeing a time frame for response to your letter of complaint.

Following this discussion, a letter of acknowledgement will be sent to you. If it is not possible to contact you by telephone then we will write to you to provide an acknowledgement and expected time scales to respond.



## What can you expect after making a verbal complaint?

In case of a verbal complaint we will aim to take as much detail as possible.

You will be asked if you would like a written response or a verbal response, the discussion will also involve agreeing a time frame for response to your complaint.

If you require a written response, a letter of acknowledgement will be sent to you with a written report of the conversation in order to ensure full and correct details have been taken. You will be asked to sign and return this statement and investigation will commence on return.

## What can you do if you are not happy with the response?

If you are not happy with the initial response to your complaint please contact DaVita country HQ via telephone, letter or email.

If you remain dissatisfied with any local attempts at resolution you may contact: Ji' n an Health Commission

Please note these bodies will usually only get involved if you have already asked us to investigate and seek to resolve the problem and where this has not been possible.

## What types of concern are we able to investigate?

We will respond to any complaint made about services provided within one of our facilities and those provided in home as long as we have the patients consent to do so.

We will also respond to any decisions made by us not to provide a service.

We may not be able to investigate the complaint if:

- It is solely about the care you received outside of our facility or service;
- You are a DaVita employee and the matter raised relates to your contract of employment;
- Your complaint is about a matter that has already been investigated and resolved;
- Your complaint involves events requiring investigation by a professional disciplinary body;
- The complaint is made anonymously and there is not enough information for a proper investigation.

## Contacts

Shihong Jing :18678800888