

**CITIZEN CHARTER
PASIG CITY GENERAL HOSPITAL**

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the Patient Satisfaction Survey prior to discharge and return to the Nurse Station. 2. Answer the client feedback form and drop it at the designated box in front of the Information Section
How feedback is processed	An admin staff opens and collects the patient satisfaction survey and client feedback, compiles, and records the forms collected then submits them to the administrative officer. The hospital administrator/ CQI analyzes and interprets and prepares the report and forwards to the relevant offices for immediate action and issue corrective action report as needed.
How to file a complaint	Write a formal written complaint about the employee to the immediate supervisor or the Hospital Administrator or the Medical Director.
How complaints are processed	<ol style="list-style-type: none"> 1. The immediate supervisor or the Hospital administrator or the Medical Director will formally notify the employee that a formal complaint has been filed against him/her and allows the latter to make a written reply within 72 hours upon receipt of the written complaint. 2. Upon receipt of the reply of the employee/s concerned, the immediate supervisor or the Hospital Administrator or the Medical Director will arrange for a meeting with the complainant. 3. If the employee does not reply, the immediate supervisor or the Hospital Administrator or the Medical Director shall render a decision. 4. Appeals may be elevated up to the Office of the City Mayor in case either party is aggrieved of the decision.
Contact Information	<p>Medical Director 8643-3333 local 601</p> <p>Hospital Administrator 8643-3333 local 602</p> <p>E-mail pasigcitygen@yahoo.com.ph</p>