

# RH - Patient Complaint Management Tracker 2025



| SN | Complaint Date | Patient Name          | Type of Complaint | Description  | Channel of Communication | Communicated By  | Date of Communication | Immediate Action Plan (Case Coordinator) | Action Plan by: Nurse Supervisor   | Approval by 1: Nurse Supervisor | Approval by 2: QAO | Status | Date     | Submitted By:    | Reviewed By:           | Validated By: |
|----|----------------|-----------------------|-------------------|--|--------------------------|------------------|-----------------------|--|--|---------------------------------|--------------------|--------|----------|------------------|------------------------|---------------|
| 1  | 01/01/25       | Abdulrahman Al Hosani | Verbal            | The patient's mother is dissatisfied because a new nurse was assigned who is not familiar with the plan of care for the night shift. | Phone Call               | Case Coordinator | 01/01/25              | Charge nurse has been informed           | Instructed charge nurse to always brief new nurses about the plan of care and don't send without shadowing | Approved                        | Approved           | Closed | 01/04/25 | Case Coordinator | Dr Abinaya Karthikeyan | Al Ahmad      |