

# Remedius medical Consultancy Complaint and Dispute Resolution Policy

## 1. Purpose:

Remedius Mobile Health CO. LTD. ("the company") is dedicated to providing high-quality telehealth services and maintaining positive patient relationships. This Complaint and Dispute Resolution Policy is designed to outline the procedures for addressing and resolving patient complaints and disputes promptly, fairly, and effectively.

## 2. Scope:

This policy applies to all patients, clients, and users of Remedius Mobile Health CO. LTD. services.

## 3. Definitions:

- 3.1. *Complaint*: An expression of dissatisfaction with a telehealth service provided by the company.
- 3.2. *Dispute*: A situation in which a patient is not satisfied with the resolution offered for their complaint and seeks further action.

## 4. Complaint Handling Process

### 4.1. Receipt of Complaint:

- 4.1.1. Patients can submit complaints through customer support email [support@remediushealth.africa](mailto:support@remediushealth.africa), or online form on the website [www.remediushealth.africa/contact](http://www.remediushealth.africa/contact).
- 4.1.2. Complaints should include detailed information, such as the patient's name, contact details, nature of the complaint, and any relevant telehealth session information.

### 4.2. Acknowledgment:

Upon receiving a complaint, the company will send an acknowledgment to the patient within 24 hours, confirming receipt and providing an estimated resolution time frame.

### 4.3. Investigation:

The company will promptly investigate the complaint, considering all relevant information and records related to the telehealth session.

4.4. Resolution:

- 4.4.1. The company will provide a fair and reasonable resolution to the complaint within 15 days.
- 4.4.2. The resolution may include corrective actions, telehealth session follow-ups, additional consultations, or other appropriate remedies.

**5. Dispute Resolution Process:**

5.1. Escalation:

If the patient is dissatisfied with the resolution offered for their complaint, they may escalate the matter to the Chief Administrative officer, Email address ***ahabwerachel@remediushealth.africa***

5.2. Review and Mediation:

- 5.2.1. The company will conduct a thorough review of the dispute, involving relevant healthcare professionals or administrators if necessary.
- 5.2.2. Mediation services may be utilized to facilitate communication and resolution.

5.3. Final Resolution:

- 5.3.1. The company will provide a final resolution to the dispute within 14 days.
- 5.3.2. The resolution may involve compromise, additional telehealth services, or other suitable actions.

**6. Continuous Improvement:**

The company is committed to continuous improvement in its telehealth services and complaint/dispute resolution processes. Feedback from complaints and disputes will be analyzed to identify opportunities for improvement.

## **7. Contact Information:**

Patients can reach the company for complaints and disputes through calling the company official contacts +256782553488 or +256758553488 or email [support@remediushealth.africa](mailto:support@remediushealth.africa) or through the website contact form

## **8. Review and Revision:**

This policy will be periodically reviewed and revised as needed to ensure its effectiveness and compliance with applicable laws and regulations.

The company reserves the right to update this policy with or without prior notice.