

When a complaint against accredited hospital is received by CBAHI, it will undergo an initial screening to decide on its relation to standards and its impact on patient safety. If it does not relate to compliance with CBAHI standards, a response of "non-relevance" will be forwarded to the complainant and will be advised to forward the complaint to the hospital leadership or the regional health authority. If the complaint relates to compliance with one or more of CBAHI standards, a specific response shall be taken accordingly. The response will depend on a risk assessment matrix to decide on the probability and severity components. We also check for other complaints about the same hospital. Broadly speaking, CBAHI will take one or both of the following responses:

- CBAHI may write to the hospital about the complaint received and the hospital is required to make available, when requested, its records of complaints and subsequent action taken.
- CBAHI may decide to visit the hospital to verify if there is a problem in meeting the standards that deal with the complainant's concern. Such visits are usually unannounced and the outcome may change the accreditation decision.

It is the policy of CBAHI not to disclose any information related to patients or complainants unless authorized to do so. Besides the information given to the complainant about the relevance of the complaint to CBAHI standards, the complainant will be provided with the following information:

- The course of action taken by CBAHI regarding the complaint.
- Whether CBAHI has decided to take action regarding hospital's accreditation decision following completion of the complaint investigation.

To file a complaint against a hospital accredited by CBAHI, an individual can send his concern via the contact form on CBAHI website. The other way is to file the complaint directly by calling the Universal Access Number 920012512.

CBAHI requires the identity of the complainer. Therefore, anonymous complaints will not be considered.

## Conflict of Interest

CBAHI works to ensure the integrity and fairness of all businesses run by the employees working in the central office as well as the surveyors.

In addition, all healthcare facilities engaged in CBAHI accreditation process are required to refrain from any actual or potential act or behavior that might create a conflict of interest including:

- Proposing any fee, remuneration, gift, or gratuity of any value to CBAHI employees or surveyors for performance of their duties or survey-related activities.
- Employing or contracting or having any financial relationship with CBAHI employees or surveyors for the purpose of the provision of consulting or related services in any capacity, either directly or through another party. This includes services provides in preparation for the survey, assisting in preparation of the self-assessment, conducting mock surveys, helping in the interpretation of the standards, and alike. All requests for consulting services utilizing one of CBAHI associates shall be directed to CBAHI central office.
- Not declaring to CBAHI any business (including consulting) or recruiting relationship with one or more of CBAHI surveyors either directly or through another party with whom he or she is affiliated, at any time during the preceding three (3) years.