



Circular No. (03 /2020)

From	Department of Healthcare Professions (DHP)/MOPH
To	All Healthcare Facilities (Governmental, Semi-Governmental & Private) in the state of Qatar.
Subject	Abrogation of poster “PATIENT RIGHT TO COMPLAIN” due to some changes in the responsible authority for complaints reception only
Date	September, 2020

Department of Healthcare Professions/ MOPH presents its compliments,

In the pursuit of Department of Healthcare Professions ‘role to conserve patients’ right to submit their complaints to the concerned authorities when they are not satisfied and/or are unable to resolve their complaints about the treatment/services they have received in any healthcare facilities in the State of Qatar, DHP urges all healthcare facilities in the country to remove the poster “PATIENT RIGHT TO COMPLAIN” that was issued in 2015 (copy attached), due to the change of responsible authority for complaints reception only; the authority currently responsible for receiving complaints is Governmental Health Communication Center (GHCC) at Ministry of Public Health (MoPH), while the Fitness to Practice (FTP) at DHP will remain the investigating authority, as before.

To avoid any confusion for the public while recalling the poster, public should be directed to visit Ministry of Public Health’s website (www.moph.gov.qa) to submit their complaints or by calling Ministry of Public Health at [44070000](tel:44070000). (select language then option 1).

This circular is applicable from the date of issuance.

**Thanks for your cooperation ,
Fitness to Practice -Department of Healthcare Professions- Ministry of Public Health**



المجلس الأعلى للصحة
Supreme Council Of Health

دولة قطر
State Of Qatar

حق المريض في الشكوى

في حال عدم الرضا عن العلاج الذي تلقيته
وعدم التوصل إلى حل من خلال التحدث مع المسؤولين في
المنشأة الصحية يمكن التقدم بشكوى رسمية إلى المجلس
القطري للتخصصات الصحية / إدارة الكفاءة المهنية على العناوين
التالية:

mldcomplaints@sch.gov.qa; Complaints@qchp.org.qa

الخط الساخن: ٤٤٠٧٠٣٧٠

الهواتف: ٤٤٠٧٠٣٢٣/٣٨٧/٣٥٩/٣٠٦/٣٢١/٣٤٧/٤٥٨

أو من خلال زيارة الموقع الإلكتروني للمجلس www.sch.gov.qa

هدفنا حماية الجمهور ورفع مستوى الخدمات الصحية في الدولة

PATIENT RIGHT TO COMPLAIN

If you are not satisfied or/and unable to resolve your concerns about the treatment you received at any health facility in the State of Qatar, please do not hesitate to send your complaint to the Qatar Council for Healthcare Practitioners / Department of Fitness to Practice.

E-mail: mldcomplaints@sch.gov.qa; Complaints@qchp.org.qa

Call us: Hotline: 44070370, 387/323/359/306/321/347/458 or visit SCH website www.sch.gov.qa

We Aim to Protect The Public and Promote High Standards of Practice