

# Our new Complaints App has arrived.



Department of Health Facility  
Complaints App

## Here's when and how to use it.

### Step 1:

First lodge your complaint at the public health facility where you received the service.

### Step 2:

If your complaint has not been addressed, then lodge it on the Department of Health Facility Complaints mobile App.

### Benefits:

01

When logging your complaint on the App, you can track the progress of your complaint.

02

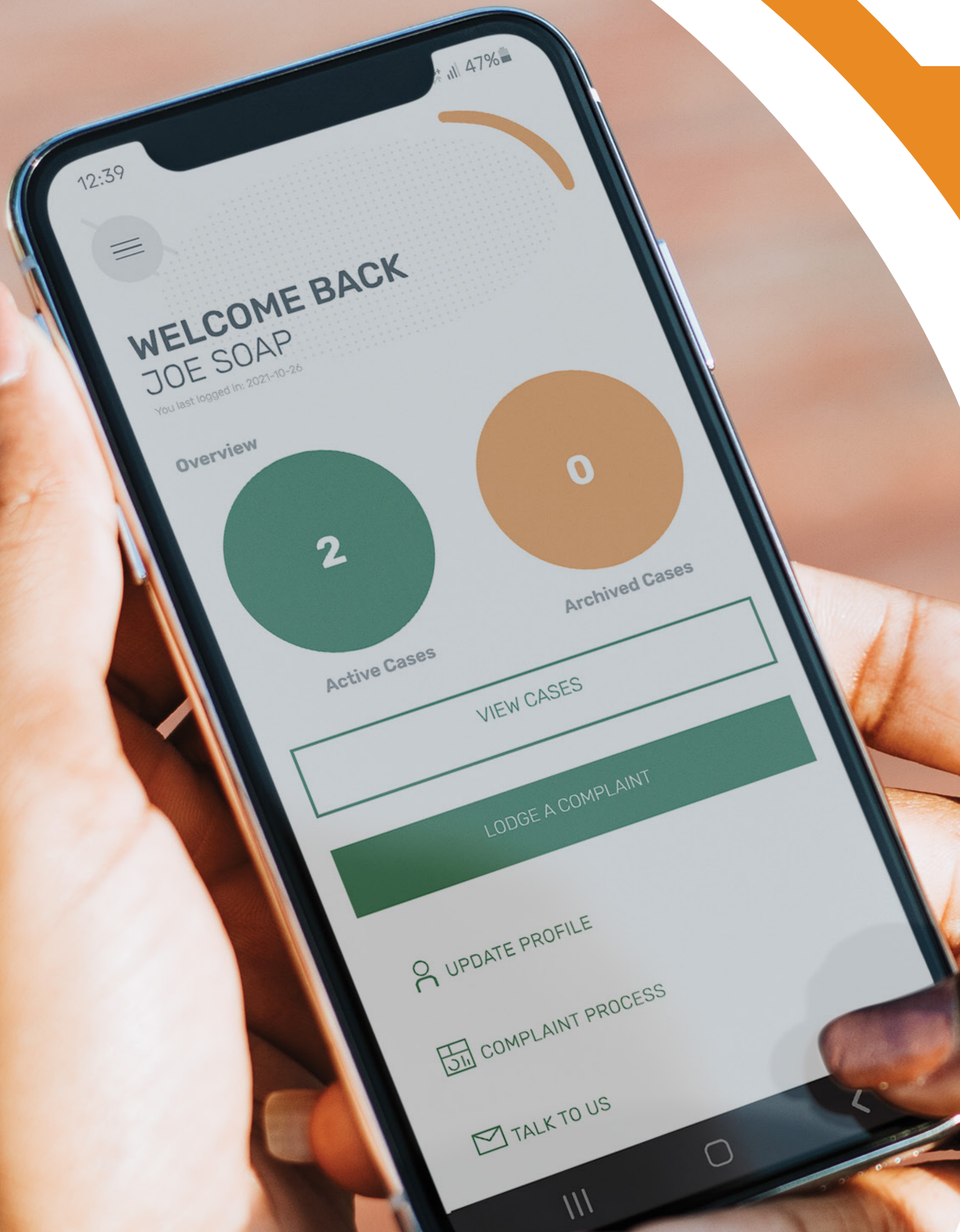
We will acknowledge your complaint in 5 working days.

03

Your complaint will be investigated, and redress (feedback) will be conducted within 25 working days.

04

Should it require a longer time to resolve, you will be informed via the contact details you have provided on the App.



Download our Complaints App today, because together we can improve patient care!



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App Store



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TUTORIAL VIDEO



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