**“Complaints, criticisms and suggestions meeting process”**

during hospitalization and after discharge

1. first category: patient/companion referral (in person) to the department’s in charge
2. Second category: presence of the complaint meeting expert in the patient’s room randomly and completing the satisfaction checklist
3. Third category: contacting with discharged patients randomly by the complaints meeting expert
4. Are the complaints disposed?
5. Complaints termination
6. referring the plaintiff (in person) to the quality improvement office during office hours and to the supervisory office during non-office hours
7. Are the complaints disposed?
8. Complaints termination
9. complaints registration by the quality improvement staff or supervisor and classifying the complaints type in terms of importance of meeting time (complaints need to meet at the moment or can presented in management team meetings on Thursday)
10. Collecting, classifying and presenting complaints in the management team meetings
11. Reviewing the details of the complaints, approving the required and desired corrective actions and contacting the complaints meeting expert with the plaintiff for reporting the actions
12. Reporting the complaints feedbacks quarterly to the hospital head, manager, nursing manager and in charges of departments