



Medical error complaints



Contact us:
800555



Email address for Clinical Reviews
& Patients Advocacy section
cri@doh.gov.ae

Our complaint process



You can complain about the clinical management provided by any healthcare provider in the emirate of Abu Dhabi.



You have to fill the online complaint form on DoH website.



One of the investigation team will contact you to gather more information about your complaint.



We will provide a copy of your complaint to the involved healthcare facility.



The investigation team will collect your medical files from healthcare facilities and review them carefully.



The investigation team will refer your case to a specialized expert (if required).



The investigation team will investigate with the involved healthcare professional (if required).

Our complaint process



Your case will be referred to the Medical Liability Committee for review and decision.

30
Days

You have the right to appeal the medical liability committee decision within 30 days from receiving the committee report. The involved physician has also the same right. (Appeal fees of 5,000 AED will be applied)



Your appeal will be forwarded to the Higher Medical Liability Committee in Ministry of Health and Prevention for review and final decision.



The decision is considered final according to the below circumstances:

1. if appeal submitted, then the decision of Higher medical liability Committee is final.
2. if no appeal submitted within 30 days, the decision of the local medical liability committee is final.



Throughout the process, the investigation team will be available to answer your questions via email, and telephone.



You have the right to withdraw the complaint at any stage as long as no decision is made by the medical liability committee.

FAQs

for complainants



How can I submit a request for medical error complaint?

The complaint form can be submitted electronically through the Department of Health website through the following link. Please attach all the required documents as detailed in the application form:

<https://bpmweb.doh.gov.ae/usermanagement/login.aspx?Home=1>

Are the legal documents (Death certificate, power of attorney) necessary to submit the complaint on behalf of others (husband, wife, mother, father, son, ..)?

Yes. The Legal documents must be attached in order to accept the complaint request and disclose the investigation outcome.






Are there any fees to submit a request for a medical error complaint?

No, the service is free of charge.

Who is eligible to submit the complaint ?

- The patient can submit the complaint if he is above 18 years old
- Patient's representative can submit a complaint request on behalf of the patient. However, he needs to present a legal document to prove his authority to do so.
- Parents/legal guardians can submit the complaint requests on behalf of minor patients (under the age of 18).

What are the required documents?

-  Complete the online complaint form.
-  Copy of the Emirates Identity Card for the patient and the complainant (if he/she is not the patient).
-  Death certificate (To submit the complaint on behalf of the deceased by first-degree relative)
-  Legal power of attorney (in case there another authorized person will submit the Complaint on behalf of the patient)
-  Medical reports (if available).

What is the timeframe required to complete the investigation process for a submitted complaint?

We try to resolve complaints in a timely manner. However, investigation might take months, depending on the complaint's complexity and type of investigation required.

Is there a time limit to submit a request for a medical error complaint?

The complaint should be submitted within three years from the date of the occurrence of the medical error or its discovery.

Can I submit anonymous complaint (without disclosing my details) ?

Yes, you can submit a complaint without disclosing your details. However, you will not be authorized to receive the outcome of the investigation.

FAQs

for complainants



What is the accepted language for the complaint request?

The required data on complaint form can be filled out in both languages Arabic and English, but the details of the complaint must be in Arabic.

What types of complaints are accepted under medical error?

Types of medical error complaints that are accepted for investigation include (but are not limited to): Medical Negligence, Treatment Errors and Complications, Medication Errors, and Delay of Treatment.

Will DoH provide financial compensation for medical error?

No, you might approach the judicial authorities for financial compensation.

Will the healthcare provider be informed about the complaint?

Yes, the healthcare provider will be notified about the details of the complaint.

How can I know the status of the submitted complaint?

You can know the status of your request through DOH complaint management system. For additional clarifications, please contact CRI@doh.gov.ae

Will I be referred for clinical examination regarding my complaint?

Clinical examination will be provided only for certain patients if it is deemed necessary for the investigation and based on the committee's decision.

Can I withdraw the complaint after submitting the application through the website?

Yes, you can withdraw the request for investigation as long as no decision has been made by the Medical Liability Committee.

How can I receive the final report of the complaint investigation?

You will receive copy of the medical liability report through DOH complaint management system. You will receive email notification once the report is released.

Will I be notified of the Disciplinary decision made against the healthcare professional ?

No