



O c e dea g c a

Although the staff who look after you will do all they can to make sure that you are treated properly and promptly, it must be acknowledged that things do occasionally go wrong. We very much take the view that when there has been cause for complaint, it is important to acknowledge this, to put things right quickly and to learn from the experience. We will therefore investigate your concerns with those who are directly concerned with the provision of the care in question, and respond as quickly as possible.

DaVita is committed to ensuring that any person or organisation using services provided by or affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

This information tells you what to do if, for any reason, you wish to complain about your care and treatment at any of the facilities within the DaVita China.

If you make a complaint to DaVita you can expect that we will:

- Treat you with respect;
- Tell you what to expect while your complaint is being looked into;
- Carry out the complaint handling process in a fair and open way;
- Provide reasons for decisions that are made;
- Protect your privacy.

A person wishing to make a complaint may do so in writing or verbally to:

- The staff member they were dealing with at the time, unless you are making a complaint about this person;
- The clinic manager or person working in that capacity;
- The regional operations lead;
- DaVita Country Management;
- And you can put your complaint in the feedback box, available in your facility.

As far as possible, you should talk to someone who is close to the cause of your immediate concern for example a doctor, nurse, receptionist or other member of the local care team. In many cases the problem should be resolved straight away.

You may want to make a complaint to someone not directly involved in your care. Complaints can be made verbally, in writing or electronically using the following contacts routes:

complaint you can call: telephone 0531-88909333. A written record of the complaint will be made and you will be sent a copy of the written record for your agreement before an investigation commences.

If you wish to make a complaint in writing you may do so using this address:

Address (HQ):14388 Jingshi West Road, Changqing District, Jinan City,
Shandong Province

To make a complaint electronically you can use the following links to send details.

Email: Shihong.Jing@davita.com

Website: www.sd-davita.com

It is helpful to provide your contact details including you telephone number so we can respond back to you. It is also helpful to provide other details such as patient name, date of birth as this will help with the investigation. If you wish to remain anonymous, we will respect your wish although it may prevent us from fully investigating your complaint.

Anyone who has or is receiving care within a DaVita facility.

If the patient wishes a relative or advocate can complain on their behalf. However, we will require the patient's permission (consent) to provide information to these other parties.

If the patient has died, is a child or is unable to complain themselves because of physical incapacity or lack of capacity the complaint maybe made by a person acting as a representative, in this case formal evidence should be requested.

It is important to make the complaint as soon as possible after the event.

We will normally only investigate complaints:

- Made no later than 12 months after the event;
- Made within 12 months of you realising you have something to complain about.

These time limits can be extended at the discretion of the country management if it is clear the complainant has good reason for not making the complaint within the time limit, and notwithstanding the delay it is still possible to investigate the event.

In case of a written complaint (feedback box, letter or email) we will seek to contact you within 3 working days of receiving your complaint.

You will be asked if you would like a written response or a verbal response, the discussion will also involve agreeing a time frame for response to your letter of complaint.

Following this discussion, a letter of acknowledgement will be sent to you. If it is not possible to contact you by telephone then we will write to you to provide an acknowledgement and expected time scales to respond.



