



Our commitment to dealing with complaints

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 to DaVita International.

Our commitment

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.

Making a complaint

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.

To whom should I initially make the complaint?

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.

Complaints to the DaVita International team

You may want to make a complaint to someone not directly involved in your care. Complaints can be made verbally, in writing or electronically. You can find out more information about making a complaint by visiting your local country DaVita website.

If you are not satisfied with the local resolution and wish to make a complaint to the DaVita International team, please send an email to international@davita.com.

It is helpful to provide your contact details including your email address and 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 wishes, although it may prevent us from fully investigating your complaint.



Who can complain?

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 may be made by a person acting as a representative; in this case formal evidence should be requested.

When should I make a complaint?

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.

What types of concern are we able to investigate?

We will respond to any complaint made about services provided within one of our facilities and those provided in home as long as we have the patients consent to do so.

We will also respond to any decisions made by us not to provide a service.

We may not be able to investigate the complaint if:

- It is solely about the care you received outside of our facility or service;
- You are a DaVita employee and the matter raised relates to your contract of employment;
- Your complaint is about a matter that has already been investigated and resolved;
- Your complaint involves events requiring investigation by a professional disciplinary body.
- The complaint is made anonymously and there is not enough information for a proper investigation.