

Who makes up the complaint committee?

The Complaints Committee is established by three individuals to effectively handle complaints from members of the public fairly and without bias.

These persons are namely, Manager Facilities, Project Manager New Hospital and Legal Council.

The complaint committee is established to handle and redress persons affected by the project (this include SMMC personnel and patients). These persons are offered an opportunity to express any **dissatisfaction** they may have in relation to any ongoing construction.

The complaint committee focus is that the complainant is heard and proper action is taken.

Contact information

St. Maarten Medical Center

Complaints Committee

Welgelegen Road 30
Cay Hill
St. Maarten
Tel: +1 (721) 543-1111 ext 2500
Speed dial: 741
Fax: + 1 (721) 543-0116
Email: info@smmc.sx
Web: www.smmc.sx

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Complaints

Renovations & Construction



SAFETY
HEALTH
SATISFACTION

The pillars defining our quality care

We Care Together!



St. Maarten Medical Center

We value your feedback

This brochure serves to identify complaints regarding persons affected by the renovation/construction activities within and around the hospital.

In this brochure you will find information on what is the proper procedure for individuals or companies affected in any way by the renovation and construction activities.

We aim to address all complaints/grievances as effectively, quickly, and efficiently as possible.

Complaints

If you have a grievance in regards to any of the following, this brochure will provide you with the information on how you do so:

- Noise
- Air quality
- Safety
- Dust
- Contamination
- Traffic
- Erosion
- Changes in services related to the works
- Access issues due to relocation of services
- Other (not listed)

Complaint Procedure

Identification of complaint

If you have a complaint as a result from the any of the ongoing construction projects you are encouraged to file a formal complaint. Complaints can be filed face to face, via phone, via letter, or via e-mail, or recorded during public/community interaction.

All complaints should be submitted via:

- **Email:** complaints@smmc.sx;
- **Phone:** 543 1111 ext: 2500;
- **Postal address:** Welgelegen road 30, Cay Hill, Sint Maarten. Attn. Complaint Committee.

Accessing and logging of a complaint

Once a formal complaint has been submitted the complaints will be assessed and the complaint will be recorded by the complaint committee.

The complaint will be listed within the following criteria:

- Level 1 - one off event;
- Level 2 - complaint is widespread or repeated;
- Level 3 - any complaint (one off or repeated) that indicates breach of law or applicable policy/regulation.

Acknowledgement of complaint

An acknowledgement of complaint will be given to the complainant within 4 - 7 days upon receipt. The complaint committee's secretariat will confirm receipt of the complaint to the complainant via e-mail or letter.

Complaint response

The redress action implemented and an update of the progress on resolution will be communicated to you within 18 - 24 days upon receipt of the complaint.

Upon receiving the redress action and progress resolution you can confirm if this meets your satisfaction. With this confirmation the complaint can be closed or, if necessary, a follow up will be addressed.

Closing complaint

The official closing of the complaint will be recorded once it is resolved.

If the complaint cannot be resolved between SMMC and the complainant, there is a possibility to obtain expert advice from a third party. If this does not help to resolve the complaint, it can be referred to mediation or the court of law.