

THE HEALTH REGULATION AUTHORITY

COMPLAINTS

WHAT IS A COMPLAINT

- A complaint is a formal report against a health care provider regarding concerns about:
- Quality of care or treatment
- Staff conduct or facility conditions
- A provider's failure to act or follow procedures

WHO CAN FILE A COMPLAINT?

- You (*the service user*)
- A trusted third party (*family, carer, friend*)
- Authorized representatives (*MPs, advocacy groups*)

Consent is required to share personal information for third-party complaints.

WE INVESTIGATE

- 🔍 Care quality, safety, or equipment issues
- 🔍 Staff behavior or procedural failures
- 🔍 Lack of transparency or information

WE CANNOT INVESTIGATE

- ✗ Issues outside HRA's regulatory scope
- ✗ Events older than 6 months
- ✗ Clinical decisions, fees, or employment disputes
- ✗ Cases already resolved by courts/ombudsman

HOW A COMPLAINT CAN BE MADE

Complaints can be made to:

Complaints can be made to:

Healthcare Standards Development Officer

Compliance and Standards Division

Health Regulation Authority

Town Centre Mall, 2nd Floor, Downtown, Providenciales, TCI



1-649-338-4921



complaints@hra.gov.tc



info@hra.gov.tc



www.hra.tc

