

PROCEDURE OF MAKING AND HANDLING COMPLAINTS

Dear Clients,

The policy of our company is to meet expectations of our patients and to provide services of the best quality. However, if you are dissatisfied with our work, you have the right to file a complaint, which will be accepted by us for processing.

How to make a complaint

If our medical staff fails to solve the problem of your dissatisfaction, please send your complaint to our assistants to the e-mail address: info@primed.clinic. Our assistants will immediately deal with your complaint and provide you with the necessary information and support.

Page 1 of 3

***MUDr. Martin Paciorek s.r.o.**, Wolkerova 830, 73801 Frýdek-Místek, IČO [ident. no.] 4307071, tax
identification number: CZ04307071*

*Commercial company registered in the commercial register maintained by the Regional Court in Ostrava,
section C, no. 67226.*

Complaints may be also filed in a written form, to the address: MUDr. Martin Paciorek s.r.o., Na Nábřeží 1488/8b, 736 01 Havířov.

Notice:

If you want to make a complaint pursuant to the Act no 372/2011 Sb., on healthcare services, you need to make your complaint in accordance with all formal requirements provided for in the Act. If you want to make a complaint concerning the provision of medical services or related activities, please get familiar with the following notice:

A complaint may be made:

By the patient;

By a legal guardian or a person appointed as a protection officer;

By a person close to the patient, in case the patient is not capable of making complaint himself/herself due to his/her health condition or in case of the patient's death

By a person authorized by the patient.

A person making a complaint has a statutory obligation to prove his/her identity. Making a complaint may not be done to the detriment of person making a complaint or of a patient.

Your complaint must include at least:

Identification data of a person filing a complaint (name, surname, address of residence);

Identification data of a patient, as above (if the patient is not the same person as the person filing a complaint);

Indication of a person or department against which the complaint is made;

Subject matter of the complaint, i.e. indicating substantial circumstances;

Date and signature of the person making a complaint.

Handling complaints

A statutory term for handling complaints is 30 days from the day of filing the complaint. In justified cases this term may be prolonged for another 30 days. A person making a complaint has to be informed about such prolongation. If we are found incompetent to handle your complaint, we need to refer it within 5 days from its delivery to a locally competent body and to inform you about such referral.

Your complaint may be also handled orally, if its character allows for such form of handling and if you agree to such form of its handling.

A complaint shall be deemed handled when a written notice about the effect of the handling process is delivered to the person who made the complaint.

Our company keeps a register of filed complaints and the manner of its handling; authorized persons have the right to inspect the register at a pre-agreed time.

If the position presented in the response to your complaint does not satisfy you, you have the right to file a complaint before the Regional Office for the Moravian-Silesian Region, with the provision that the complaint must indicate the reason for your disagreement with our position on the complaint.