

COMPLAINT PROCEDURE

Instruction how to file a complaint, how the complaint will be accepted, recorded and settled. All complaints concerning the limited liability company BODY Clinic of Plastic Surgery including complaints concerning medical service provision or related activities can be filed:

- In person at the reception desk of the clinic
- In writing to the address of the clinic: Body klinika plastické chirurgie s.r.o., Údolní 8a, 602 00 Brno
- By e-mail on: info@bodyestet.cz
- By phone on +420 549 213 660, mobile +420 604 525 035

Please sign your complaint, do not write anonymous complaints, for additional information might be needed for the complaint investigation and settlement. We recommend including your contact details in the complaint, at least your e-mail address.

1. Complaints concerning medical service provision or related activities can be filed by:

- a) The patient
- b) The patient 's legal guardian
- c) A close relative of the patient
- d) An attorney of the patient on the basis of power of attorney

The complainant is liable to prove to be a person a) to d) above herein.

2. Filing a complaint will not harm the patient or the complainant or direct subject of the complaint.

3. The staff of the reception of BODY Clinic will record the received complaint, provide it with a reference number and submit it to the head physician of the clinic for investigation. The head physician will decide about further proceeding and about the way the complaint will be settled. In the case of a justified complaint the head physician will specify remedial measures.

4. The investigation will be closed by issuing a written investigation report. The complainant will be informed about the way of the complaint settlement and will be allowed to consult the complaint file and to make copies of the documents in it.

5. In the case of serious legal consequences of a complaint the case will be submitted to an external lawyer, who will keep the necessary correspondence.

6. All complaints must be settled in 30 days from their receipt by the BODY Clinic. This deadline may be extended by the clinic for justified reasons by another 30 days. If the clinic is incompetent to settle a complaint then it is liable to escalate the complaint to the competent body within 5 days from receipt. The escalation must be documented. The clinic is liable to inform the complainant about the extended deadline of the complaint settlement and the escalation step taken.

7. All complaint-related documentation will then be filed and archived in the office of the head nurse of the BODY Clinic.

8. If the complainant does not agree with the conclusions drawn from the performed investigation then he or she can file a petition with the competent administrative authority. In the case of repeated complaint the complainant is instructed that unless the complaint contains new facts the Clinic will not confirm its receipt again and will not launch any new investigation.

9. It is recommended and desirable to document every statement in the complaint, if possible, or at least appropriately explain or describe. Personal negotiations usually streamline the complaint investigation. Personal negotiations are held whenever the complainant request that. A protocol of the negotiation is taken and the parties to the negotiation get acquainted with it and sign it.

10. Written complaints without any identification of the complainant ("anonymous") and only addressed if their content is serious.

11. In the case of a complaint filed on the phone the complainant is heard by a receptionist who takes written minutes of the complaint reported on the phone (the complainant is recommended to submit his or her complaint in writing). The clinic does not confirm in writing a complaint received on the phone. The complainant is informed by phone about the way the complaint will be settled, if his or her telephone number is known. Otherwise the complaint is recorded and treated as "anonymous".

12. In the case of a complaint received by e-mail the complainant will be informed electronically about the received complaint and the complaint will be treated in the same way as written complaints.

In Brno, on 29 March 2012