

Annex B.1.: Complaint and grievance submission form



Ministry of Health
3ⁿ Health Region of Macedonia
General Hospital of Florina
“Eleni Th. Dimitriou”

Date:

COMPLAINT/COMPLAINTION FORM

Personal Informations						
Name Surname						
Capacity	Patient		Relative of patient		Something else	
Address						
P.C. - City						
Telephone.						
E-mail						
Description						
Provide details, such as who or what and what it concerns:						
What would you suggest to resolve the issue?						

HOSPITAL CONTACT DETAILS:

Address: Egnatias 9 P.C. 53100 Florina, Telephone.: 2385350100, Email: prostasia@nosflorinas.gr

INFORMATION ON THE PROCESSING OF PERSONAL DATA

The management of complaints and grievances is subject to the provisions of the General Data Protection Regulation ΓΚΠΔ/GDPR (EE) 2016/679, as well as the provisions of the Law 4624/2019.

For the examination of your complaint, the text of this complaint is communicated to the complainant in order to present his/her views. If, as a complainant, you do not wish your personal data to be disclosed to the complainant, you must state, document and explain the reasons why you do not wish your specific personal data to be disclosed to the complainant. The Hospital, after contacting you, will decide on the outcome of your complaint, if it is not possible to investigate it further, on the condition that anonymity is maintained.

If you are acting as a representative of the complainant, we request information about your identity and, if necessary, information to prove to us that you have the authority to act on their behalf.

Third party access to case documents is governed by Greek legislation on access to public documents.

It is possible to remain anonymous if you request it in writing and as long as the investigation of the complaint is possible without disclosing your personal information.

As a data subject, you have the right to request a copy of the personal data concerning you that is processed by the Hospital, to exercise the right to rectification, restriction and objection to the processing of such data. In the event of a written objection to the processing of your data, it will no longer be possible to investigate your case and the complaint will be filed.