

## **Who will settle your case?**

- when you would like to complain about healthcare treatment

You have two options when you would like to complain about healthcare treatment:

### **Choose an authority case if**

... you want to direct your criticism at the place of treatment. The authority will then settle your complaint (Danish Patient Complaints Agency).

The authority can criticise the place of treatment, even if the error was not made by a healthcare professional but e.g. by a medical secretary or a hospital porter.

If your complaint is about a long process with many healthcare professionals involved, it will be to your advantage if you choose an authority case.

### **Choose a disciplinary board case if**

... you want your criticism to be directed at one or more healthcare professionals. The disciplinary board will then settle your case.

However, the disciplinary board may only hear cases regarding authorized healthcare professionals and certain special categories.

## **What is the difference?**

Danish Patient Complaints Agency is a secretariat for the disciplinary board.

This means that regardless of whom you would like to direct your criticism at, your complaint will be heard by the authority's legal case officers and expert advisers. The difference relates to where your case will be settled.

If you choose an authority case, a case officer will settle the case. Criticism will always be directed at the place of treatment. Danish Patient Complaints Agency will typically have a briefer processing time than a case for the disciplinary board.

If you choose the disciplinary board, the case will be settled by the board - typically at a board meeting with two representatives for the patients and two trained healthcare professionals. The board uses a judge to be its chairman. Criticism will always be directed at the individual healthcare professional.

The meeting at the disciplinary board is a closed meeting. This means that you do not have the possibility of attending the board's hearing of your case.

## **Can a complaint be heard both places?**

As a general rule, either the Danish Patient Complaints Agency or the disciplinary board will settle your complaint. A complaint cannot be heard by both authorities at the same time.

If you choose the disciplinary board to hear your complaint, you cannot have the same complaint heard at the Danish Patient Complaints Agency afterwards.

However, if you choose to have your complaint heard by the Danish Patient Complaints Agency first – and if the authority expresses criticism of one or more matters in your complaint – you can ask the disciplinary board to hear those matters afterwards. You only need to be aware of the limitation periods.

### **What are limitation periods?**

A limitation period means that a complaint must be submitted within two years after you, the complainant, became aware of or should have become aware of the matter about which you complain.

However, this must happen no later than five years from the date on which the matter you complain about occurred.

If you succeed in your complaint to the Danish Patient Complaints Agency and afterwards make a complaint to the disciplinary board, the limitation periods will be extended with the time that the authority spent on the complaint.

### **Do you feel insecure and would like to receive guidance?**

A patient counsellor at your regional patient advice office will be able to offer you guidance regarding your remedies and to assist you in writing your complaint.

You may also choose to submit your complaint to the Danish Patient Complaints Agency or to your regional patient advice office if you are in doubt. The authority or the patient advice office will then make sure that your complaint will be sent to the proper recipient. A complaint form is available at our website.

## **Your regional patient office**

### **The North Denmark Region**

Tel. +45 97 64 80 10

[patientkontor@rn.dk](mailto:patientkontor@rn.dk)

### **Central Denmark Region**

Tel. +45 78 41 04 44

[patientkontoret@rm.dk](mailto:patientkontoret@rm.dk)

### **Region of Southern Denmark**

Tel. +45 76631490

[patientkontoret@rsyd.dk](mailto:patientkontoret@rsyd.dk)

### **Region Zealand**

Tel. +45 70 15 50 01

[patientvejledningen@regionsjaelland.dk](mailto:patientvejledningen@regionsjaelland.dk)

### **The Capital Region of Denmark**

Tel. +45 38 64 99 44

[patientkontorregionsgaarden@regionh.dk](mailto:patientkontorregionsgaarden@regionh.dk)

**Styrelsen for Patientklager/Danish Patient Complaints Agency**

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