

Client **feedback** and Complaints Procedure



At NMC, we value the feedback and complaints from our clients as an essential tool for improvement and innovation. We understand that when something doesn't meet your expectations, it gives us a valuable opportunity to fix the problem and enhance your confidence in our services. To ensure we manage and resolve complaints efficiently and to your satisfaction, we have established the following complaints procedure:

1. Acknowledgement of Complaints

Within 24 Hours: Upon receiving a complaint, we will acknowledge it within 24 hours, either in writing or through a phone call, depending on the client's provided contact information.

2. Resolution Process

Resolution Within 48 Hours: We aim to resolve and respond to all complaints within forty-eight (48) hours of acknowledgment. Our goal during this period is to fully understand the issue, investigate the circumstances, and determine a resolution that meets your expectations and our quality standards.

3. Extended Resolution Timeframe

Updates on Progress: If a complaint cannot be resolved within the initial forty-eight (48) hour period, we will ensure that the client is informed of this through either written communication or a telephone call. We will provide updates at regular intervals until the complaint has been resolved, keeping the client informed of the progress and any actions being taken.

4. Escalation

Management: If management intervention is needed, the complaints will be escalated for resolution. In cases where a decision is required or the issue cannot be resolved, the complaint will be escalated to the Principal Officer, Board of Trustees, or the Disputes Committee, as appropriate.

5. Ownership and Responsibility

Employee Accountability: At Methealth/NMC, we take complaints seriously and believe that every employee who receives a complaint is responsible for owning the issue from the moment it is reported until it is resolved. This means that they are required to coordinate with the relevant line management to ensure that the complaint is addressed appropriately and efficiently. Our staff are well-trained to handle complaints effectively while showing

respect and professionalism to the complainant. So, when you raise a concern, be assured that we will take it seriously and deal with it professionally.

Follow Up: Management should follow up based on the complaint's severity to confirm resolution, ensure customer satisfaction, and communicate preventative measures for future issues.

Our Commitment

We are committed to:

- Listening to our clients and understanding the issues they face.
- Providing clear and timely communication throughout the complaint resolution process.
- Taking appropriate actions to not only resolve the current issue but also prevent future occurrences.

Feedback on the Complaints Procedure

We welcome feedback on our complaints' procedure, as we strive for continuous improvement in every aspect of our service. Should you have any suggestions on how we can improve further, please do not hesitate to let us know.

Contacting Us

If you have any feedback or need to lodge a complaint, please contact us through one of the following methods:

- **Email:** complaints@methealth.com.na
- **Phone:** [061 2876000]

We assure you that every complaint is taken seriously and will be handled with the utmost care and professionalism. Thank you for helping us improve our services and serve you better.