



Not satisfied with the care received?

Your views and complaints can make the care better

As a patient you should be well received and given a good standard of care. You can complain if you feel that anything in your care was wrong or was not good.

Complaints can be made by a patient, a family member or a close friend if any part of the care was not good.

Different ways of complaining about the care

- Contact the clinic or those who gave you care.
- Contact the patients' board (patientnämnden) in your county or region.
- In the event of a serious incident you can complain to the Health and Social Care Inspectorate (IVO). Before submitting a complaint, you must first have spoken to those who gave you care or to the patients' board.

Talk to those who gave you care

Contact those who gave you care or the person responsible for care. The staff must listen to you and explain what happened. If anything wrong occurred, they must ensure that it does not happen again.

Start by talking to the person you received care from or the manager where you received the care. There are sometimes patient assistants at clinics or on hospital wards. Patient assistants are specific staff members who can receive patients' complaints.

The patients' board is there to help you

If you do not wish to talk to anyone where you received care, you can contact the patients' board (patientnämnden). They can help you by talking to the care staff about what happened. There are patients' boards in all counties and regions.

How to make a complaint

You can submit a complaint if there was a problem with your treatment, if you were not received well or if care was unavailable, for example if you had a problem making an appointment or it was difficult to get in contact with the clinic. You can also complain if there was anything that you did not understand about the care you received.

When you complain, it is important to do as follows:

- Explain clearly what happened.
- Explain what problems you or the person receiving care had because of what happened.
- Explain when and where it happened.

You should receive an answer as quickly as possible

When you complain, those who gave you care must advise you that they have received your complaint. You should then receive a reply within four weeks explaining what happened. You must receive a reply that you can understand.

If a complaint refers to a person under 18, the reply must come as quickly as possible. The reply must be formulated so that the person it concerns understands the explanation.

More information on the internet

More information can be found on the National Board of Health and Welfare's website socialstyrelsen.se/intenoidmedvarden

You can read more about how to complain or how to give your opinion on medical and dental care on the website 1177.se/intenoid. There is also information there about the patients' boards.

At the Health and Social Care Inspectorate (IVO), you can report serious problems with care. The website is ivo.se.