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**A GUIDE ON HOW TO LODGE
A COMPLAINT
(HPCZ COMPLAINT AND
REDRESS PROCEDURE)**



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HPCZ Profile

The Health Professions Council of Zambia (HPCZ) is a statutory regulatory body established under the Health Professions Act No. 24 of 2009 of the Laws of Zambia. It is mandated to;

- Register practitioners and regulate their professional conduct;
- License health facilities and accredit healthcare services provided by health facilities and
- Recognise and approve training programmes for health practitioners.

Policy Statement

This Complaints Submission Procedure Manual is the official policy document for the Health Professions Council of Zambia (HPCZ), covering stakeholders as prescribed in the code. The principal objective of the code is to spell out the Council's established procedures through which aggrieved stakeholders can report all complaints against Health Practitioners, Employees of the Council and the HPCZ itself as an institution.

The manual seeks to ensure that there is adherence to set professional ethics and discipline among HPCZ members of staff and that the Council conducts its operations in a manner that meets the expectations of its clients.

HPCZ believes in complaint handling as an important role in any organisation and thus, all complaints shall be handled with the appropriate skills and authority. All complaints shall be investigated thoroughly, resolved and where necessary remedies shall be provided and improved practices identified.

Defining a Complaint

A complaint can be defined as *“Any expression of dissatisfaction about the services provided or withheld by HPCZ.”*

It is the expectation of the Health Professions Council of Zambia as a regulator of the Health Sector in Zambia that our employees will deal properly with any reasonable complaint made by a client or stakeholder whatever the subject matter of the complaint.

Complaints against HPCZ

All complaints against HPCZ (herein as an Organisation) in relation to its operations, engagement with its various stakeholders prescribed, shall be channelled to the office of the Registrar in writing by an aggrieved individual, institution, regulatory body or any member of the public among other stakeholders.

The Role of the Registrar's Office in relation to complaints

Step 1

- The Registrar shall receive the complaint in writing, record it and acknowledge receipt by informing the complainant and assuring what measures will be taken in response to the complaint or concerns raised.

Step 2

- The Office of the Registrar shall then institute investigations into the complaint and endeavor to send a final response or at least provide the client with an update within appropriate and acceptable time limits.

Step 3

- If necessary, the complainant shall be informed of the findings and remedies adopted or measures put in place to avert the situation which led to the complaint.

* Kindly note that Complainants may only proceed to complain to the Board (the Council) of HPCZ if they are not satisfied with the response from the Registrar's Office.

Complaints against HPCZ Employee

All complaints against an employee by a client at the Health Professions Council shall be lodged in writing to the immediate supervisor of that employee.

Procedure to be followed by the immediate supervisor.

Step 1

- Investigate and if false, dismiss the allegations; or
- If true and minor offence which does not warrant a more severe penalty, then give an unrecorded warning or reprimand; or
- Raise a formal written disciplinary charge in triplicate against the accused officer if the offence warrants a charge

Step 2

- The accused employee should then be informed of the complaint against him/her and the complaint as well as the accused should be referred to the Human Resource and Administration Unit, which will arrange for the necessary statements to be made or taken and conduct further investigations for the case hearing. It should be noted that there are no exceptions on this rule no matter how obvious the offence may be.
- The charge should be clear and to the point which should relate to an appropriate offence capable of being understood and in line with the provisions of this manual

*Please note that the rest of the procedure shall follow what is prescribed in the HPCZ Disciplinary Code and Grievance procedures. A person lodging a complaint against an employee can proceed to complain to the office of the Registrar if:

- They have given the HPCZ employee a chance to deal with the matter but does not,
- The employee has failed to resolve the matter to the satisfaction of the complainant within reasonable time limits.


- Also note that Commendation of employees can equally be forwarded through the Office of the Registrar.

Other methods to use to lodge a Complaint

- Physical visit to any HPCZ Office
 - Phoning HPCZ Offices
 - E-mailing to *info@hpcz.org.zm*
 - Through our website @ *www.hpcz.org.zm*
 - *Our Facebook Page Health Professions Council of Zambia - HPCZ*
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OUR CONTACT DETAILS:

HEAD OFFICE


 No. 7 Chaholi Road,
Off Addis Abba Drive
Rhodespark, LUSAKA

 P.O. Box 32554  Land line + 260211236241

LUSAKA OFFICE

 Plot 8/1330,
Enock Kavu Road
Rhodespark, LUSAKA

COPPERBELT HUB - NDOLA REGIONAL OFFICE

 No. 6 Kenya Road
North-rise, NDOLA


 Land line + 260 021 2272520

SOUTHERN HUB – LIVINGSTONE REGIONAL OFFICE

 No. 82 John Hunt Way
Central Business District, Livingstone

NORTHERN HUB - KASAMA REGIONAL OFFICE

 Plot 2247, Off Mwamba Road
Central Town, KASAMA

 Mobile lines: + 260 0974 567777 + 260 0979407172

HEAD-PUBLIC RELATIONS UNIT

 Our Mobile line : +260979/0967-236241

 Our Electronic (E)-mail : *info@hpcz.org.zm*

Our Electronic (E)-mail : *tmusonda@hpcz.org.zm*

Our Website: : www.hpcz.org.zm

 Our Facebook : Health Professions Council of Zambia