



Part 3 and Part 4 are for official use only *以下部分仅供本院填写*	
Part 3 – Follow-up Actions <i>*Head of department to revert to Management within 10 working days after action is taken. If media is involved, please notify MOH.</i>	
In charge Name: Department: Tel Ext No:	Reply by (date):
Investigation & Resolving Complaint/Compliments	
Date of Investigation:	Staff involved:
Investigation done:	
Investigation Results:	
Follow-up Action(s) Taken: <i>*record date and time for each action</i>	
Part 4 – Review by QAC	
Resolved? Yes / No	Further follow-up needed Yes / No:
QAC staff name:	Date (case closed):