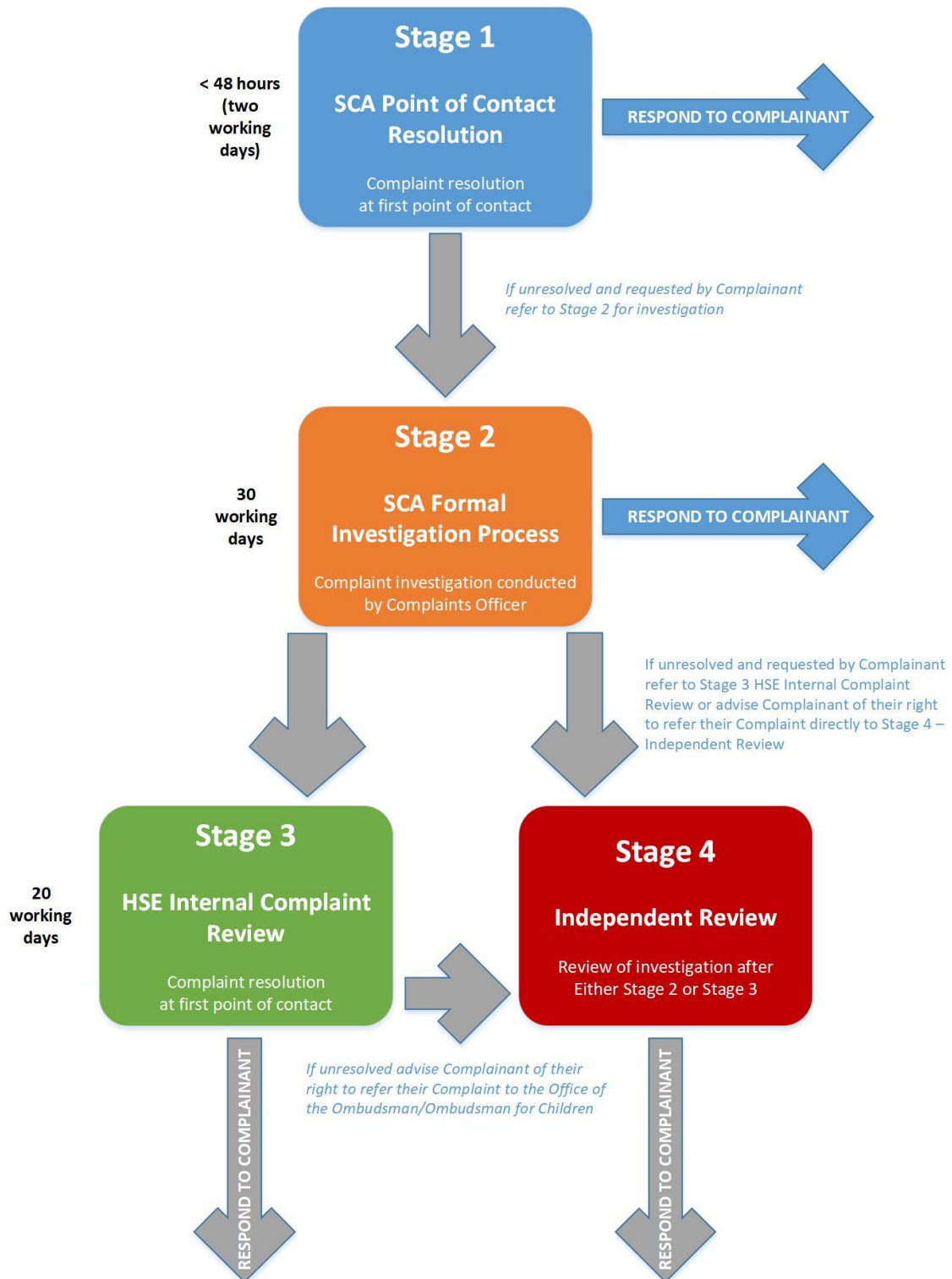


## 1.1 Appendix 1: SCA Complaints Management Procedure Flowchart

# Four Stages of SCA Complaint Management Process

It is the policy of SCA that the stages and processes for complaints management are adhered to

as per the provisions of Part 9 of the Health Act, 2004.



<b>Title: Management of Feedback (Comments, Compliments &amp; Complaints) Policy</b>	
<b>Department: Quality, Compliance and Training</b>	<b>Policy Number: 077</b>
<b>Version Number: 3.0</b>	<b>Effective Date: 18<sup>th</sup> June 2018</b>
<b>Full Policy ID Number: 002.077.3.0</b>	<b>Page 1 of 1</b>