



Ruttonjee & Tang Shiu Kin Hospitals



Procedures of handling complaints

If you would like to reflect your feedback / complaint about services rendered by Ruttonjee and Tang Shiu Kin Hospitals (RTSKH) or our staff, you may follow Hospital Authority's (the "HA") two-tier complaint handling system in handling patient and public complaints.

First-tier complaint handling system

RTSKH is in the first-tier complaint handling system to deal with complaints lodged for the first time against our staff or services provided. RTSKH will conduct the case investigation according to objective evidences and implement appropriate measures upon completion of the investigation, with an aim to continuously improve our services quality.

RTSKH Patient Relations Office:

Address : 1/F, Administration Building, 266, Queen's Road East, Wan Chai
Tel : 2291 2020
Fax : 2591 6886
Email : rtskh_pro@ha.org.hk

Second-tier complaint handling system

If you are not satisfied with the outcome of the hospital's handling of your complaint, you can appeal against the hospital's decision on your case to the Authority's Public Complaints Committee ("PCC").

Public Complaints Committee Secretariat

Address : Hospital Authority Building, 147B Argyle Street Kowloon
Tel : 2300 6748
Fax : 2895 6516
Email : haho_pcc@ha.org.hk