“**A**”

« Date of Statutory Declaration »

« Your name »

« Address 1 »

« Address 2 »

« Address 3 »

Chairman, Complaints Panel

Singapore Medical Council

16 College Road #01-01

College of Medicine Building

Singapore 169854

Dear Sir

**COMPLAINT AGAINST « FULL NAME OF DOCTOR(S) »**

|  |
| --- |
| 1. **Introduction** (to provide the following information, where relevant) |
| * State if you are the patient who was attended to by the above named doctors. * If you are not the patient, please provide the name of the patient in full and his/her NRIC or passport number. You will need to describe your relationship with the patient (e.g. parent of the patient) and why the patient is unable to lodge the complaint personally. * Provide a summary of the date(s) and location(s) of the incident(s).   *Example:*  *“I am the mother of the patient, «Name of patient in full» of Birth Certificate number: «BC number». I am making this complaint as my daughter was one year old when the incidents happened between 1 January 2017 and 9 January 2017 at «name of clinic or hospital».”* |
| 1. **Details of your complaint** |
| * Provide a title for each allegation against each doctor, followed by details.   *Example A (complaint against one doctor):*  *“Title: Failure to provide professional service*  *Details: On 1 January 2017, during my consultation with the doctor, he had made the wrong diagnosis for my condition which resulted in me undergoing the unnecessary treatment.”*  *“Title: Overcharging for consultation*  *Details: On 1 January 2017, I had a short consultation with the doctor of less than 5 minutes and was only given two types of flu medications. However, I was charged a consultation fee of $400, which was more than 10 times the amount I have been charged at other GP Clinics for the same type of illness and medicine.”*  *Example B (complaint against more than one doctor):*  *Title: Failure of «Name of first doctor» to diagnose my condition*  *Details: [Please provide particulars specific to this doctor’s alleged failure]*  *Title: «Name of second doctor» was rude and made condescending remarks*  *Details: [Please provide particulars specific to this doctor’s alleged conduct]* |
| 1. **Any Police report made / Legal Proceeding?** |
| * Please state if you have made Police report(s) and/or commenced legal proceeding(s) against the named doctor(s) which arise from the same set of facts and particulars detailed in this complaint. You should provide the Police’s and/or Court’s reference number and attach a copy of the Police report(s) and/or Court’s documents.   *Example:*  *“I have made a Police report at «location of police station» and/or commenced legal proceedings against «Name of doctor(s) in full» at the State Courts\* / High Court\* which arise from the same set of facts and particulars detailed in my complaint. The Police’s\* / Court’s\* reference number is «reference number».*  *\* Please delete where applicable* |
| 1. **Provide a list of documents enclosed with the complaint and label them accordingly** |
| *Example:*  *[Annex A: Timeline of Events]*  *[Annex B: Discharge Summary dated DDMMYYYY]*  *[Annex C: Emergency Notes dated DDMMYYYY]*  *[Annex D: Medical Report dated DDMMYYYY]*  *[Annex E: Correspondences with Dr XXX]*  *[Annex F: Correspondences with XXX Hospital]*  *[Annex G: Coloured Photographs of XXX dated DDMMYYYY]* |

Yours faithfully

**[Signature]**

[Name in full]

# Annex A

**TIMELINE OF EVENTS**

|  |  |  |
| --- | --- | --- |
| S/N | Date | Occurrence |
| 1 | [DDMMYYYY] | * *I visited the Emergency Department of XXX Hospital at about 1.00am as I had a difficulty in breathing…* * *Saw Dr XXX at about 1.30am. Told him that I have been feeling breathless since 11.00pm…* * … * … |
| 2 | [DDMMYYYY] | * I returned to see Dr XXX at the Outpatient Clinic of XXX Hospital as scheduled. * … * … * … |
|  |  |  |
|  |  |  |
|  |  |  |

**[Signature]**