

**TRADITIONAL CHINESE MEDICINE PRACTITIONERS BOARD
GUIDANCE NOTE ON INFORMATION AND DETAILS TO PROVIDE IN A COMPLAINT LETTER**

Dear Sir,

COMPLAINT AGAINST <<FULL NAME OF TCM PRACTITIONER>>

Introduction

- State if you are the patient who was attended to by the TCM practitioner(s).
- If you are not the patient, please provide the name of the patient in full and his/her NRIC or passport number. Please describe your relationship with the patient (e.g. son/daughter/parent of the patient)
- Provide a summary of the date(s), name and location(s) of the TCM clinic.

2. Details of the complaint

- Description of the incident;
- State the grounds of your complaint clearly. Provide a header for each allegation made against the TCM practitioner, followed by details.

Examples:

Description of the incident

On 1 January 2017, I sought TCM treatment for torturing pains on my ankle..... . The basis of my complaint against TCM practitioner XXX are as follows:

Headers:

(a) Failing to take adequate precautions in

Details of your allegation

(b) Making wrong diagnosis

Details of your allegations

3. Police report/Legal proceeding, if applicable

Please state if you have made any Police report(s) and/or have commenced legal proceedings against the named TCM practitioner(s) arising from the same set of facts and particulars detailed in this complaint.

You should provide us the Police's and Court's reference number and attached a copy of these documents, if any.

4. Provide a list of supporting documents enclosed with the complaint and label them accordingly

Please list the supporting documents you have attached to your complaint letter.

Amongst others, examples are:

- (a) *Timeline of Events (see sample template on reverse page)*
- (b) *Medical Report(s) dated XXX*
- (c) *Hospital Discharge Summary dated XXX*
- (d) *Photos of injuries*

Yours faithfully,

[Signature]

[Name of Complainant as in NRIC/NRIC No.]

**TRADITIONAL CHINESE MEDICINE PRACTITIONERS BOARD
TIMELINE OF EVENTS – SAMPLE TEMPLATE**

S/N	Date	Occurrences
1	[DDMMYYYY]	<ul style="list-style-type: none"> - I consulted TCM practitioner XXX from XXX TCM Clinic for a sprain ankle on 1 Jan 2017. - After initial notes taking, TCM practitioner administered TCM <i>tuina</i> and acupuncture treatment on me. During the process.....
2	[DDMMYYYY]	<ul style="list-style-type: none"> - The pain on my ankle turned for the worst. It was swelling and I could hardly walk. - I returned to see TCM practitioner He examined and perform bloodletting
3	[DDMMYYYY]	Brief notes
4	[DDMMYYYY]	Brief notes
5	[DDMMYYYY]	Brief notes

[Signature]

Name of Complainant:

NRIC No: