



THE SINGAPORE MEDICAL COUNCIL & ITS DISCIPLINARY PROCESS

HOW TO FILE A COMPLAINT ?



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Kindly refer to the steps below on how to submit a complaint correctly.

Before filing a complaint, have you considered the following?

- Contacting the doctor; and/or
- Contacting the hospital /clinic; and/or
- Mediation (kindly refer to page 3 of the information sheet [here](#)).

Many disputes may favourably be resolved via these options.



Ensure that your complaint is against a registered medical doctor involving professional misconduct.



Prepare a type-written letter in English, including:

- The full name of the doctor;
- Allegations;
- Supporting documents (if any)

View a sample letter [here](#).



Make a Statutory Declaration endorsed by a

- Commissioner for Oaths ("**CO**"); or
- Notary Public ("**NP**"); or
- Justice of Peace

View the Statutory Declaration form [here](#) and the list of COs and NPs in Singapore [here](#).



Email the following documents in a **single** PDF file to SMC@spb.gov.sg

- Complaint letter;
- Endorsed Statutory Declaration form;
- Supporting documents (if any); and
- Completed acknowledgement form (refer to page 5 of this [information sheet](#))

BEFORE SUBMITTING A COMPLAINT, HERE ARE SOME THINGS TO NOTE.



WHY DO I HAVE TO MAKE A STATUTORY DECLARATION AND WHAT DOES IT MEAN?

A statutory declaration is required by the Medical Registration Act. When you submit a complaint and supporting documents with a statutory declaration, you are declaring under oath that all the information you have submitted is true.

Making a false declaration is a criminal offence under the Oaths and Declarations Act - you may be subject to a term of imprisonment of up to 7 years and/or a fine if proven guilty.

WILL THE DOCTOR SEE MY COMPLAINT AGAINST HIM OR HER?

As part of a fair and impartial investigation, the doctor may be called upon to answer any allegation made against him or her. If so, your complaint (including your identity and the details of your allegation(s)) must, by law, be furnished to the doctor.

FOR MORE DETAILS

Kindly refer to this detailed [information sheet](#) and [FAQs](#).

Updated on: 15 April 2021