

What can you do if you are dissatisfied with social or health care services or treatment?

Good service and treatment are the result of cooperation between you, your family members, and professionals. If you are dissatisfied, discuss the matter with a professional immediately. If the matter is not resolved, you have ways to influence and pursue its clarification. These will not jeopardize the availability of your services or care.

1. Discussion and feedback

You can give feedback and suggestions for improvement on the service and care by discussing the matter or through the electronic feedback channels of the wellbeing services county or other service provider.

You can give feedback anonymously if you wish.

If you are dissatisfied with the service or care, you should discuss the matter immediately with a professional or their supervisor at the unit where you received the service.

If the matter cannot be resolved through discussion, you can submit a written reminder.

It is possible to request for administrative review or appeal a social welfare service decision. Instructions for this should be included with the decision. You can get help and advice from a professional at the unit and from the social welfare or health care ombudsman.

2. Complaint about care or service

A written patient or customer complaint can be submitted using the form available on the website of the wellbeing services county or private service provider, or in the form of a free-form letter or email. It should be addressed to the person in charge of the unit. You will receive a written response to your complaint within a reasonable time.

A family member or other legal representative may also file a complaint if the person is unable to do so themselves or has died.

Filing a patient or customer complaint will not have a negative impact on the care or services you receive in the future.

3. Complaint to an authority

If you are dissatisfied with the response to your earlier complaint to the health care or social care organisation, you can submit a formal complaint to the **Finnish Supervisory Agency (LVV)**. Complaints are made using a form available on the LVV website at www.lvv.fi. Complaints can also be made in free form. Patient complaint to the health care or social care organisation take precedence over complaints to the Authority.

It may take over a year to receive a decision. As a rule, the authority does not process cases that are more than two years old.

You can file a complaint to the **Parliamentary Ombudsman** (oikeusasiamies.fi) or the **Chancellor of Justice** if an authority or public official has not complied with the law or fulfilled their obligations, or if fundamental and human rights have not been properly upheld in the care.

If you are unable to manage the matter yourself, your legal representative or a close family member can initiate proceedings on your behalf.

No financial compensation can be obtained from a complaint. The **Patient Insurance Centre** (www.pvk.fi) handles patient injury reports concerning health and medical care.

Read more at the website of the **Finnish Supervisory Agency** (www.lvv.fi) and on the website of your wellbeing services county.

Social welfare or health care ombudsman

You can use the free services of the social welfare and health care ombudsman for questions related to the realization of patient and customer rights and legal protection. If necessary, they can advise you, for example

- when you are appealing a decision on services
- when you are filing a claim for patient injury, pharmaceutical injury, or material damage

They do not take a position on decisions that have been made, nor do they interpret document entries, for example.

Prepare for the meeting by requesting to see the documents and writing down any questions you may have in advance.

You can find the contact details of the social and patient ombudsman on the websites of the wellbeing services county and private operators. You can also ask for them at the unit where you are receiving services.

Legislation: Act on the Status and Rights of Patients (785/1992) Act on the Status and Rights of Social Welfare Clients (812/2000) Health Care Act (1326/2010) Social Welfare Act (1301/2014)