

Information on the Appointment of Independent Panel and Referral of Complaints to Panel on the Gibraltar Health Authority Complaints Review Panel Act

Appointment of Independent Panel

A Panel has been appointed for the purposes of conducting investigations in accordance with the provisions of the Gibraltar Health Authority (Complaints Review Panel) Act 2004.

Referral of Complaints to Panel

(1) If a person aggrieved has not received a final response from the Authority to a complaint within 8 weeks of having made it, or having received such a response is not satisfied with it, such a person may give notice in writing to the Ombudsman that he wishes to refer such complaint to the Panel for investigation.

(2) The Ombudsman shall within 3 working days of receipt of any notice provide a copy to the Chief Executive.

(3) A notice under subsection (1) shall be given within 28 days of receipt by the person aggrieved of the Authority's final written response to the Complaint.

(4) For the purposes of subsection (3) a response will be deemed to have been received 7 days after it shall have been sent to the person aggrieved by the Chief Executive by registered mail to the address provided in the Complaint.

(5) A notice under subsection (1) must attach a copy of the Complaint and of all written exchanges between the Authority and the person aggrieved relating to it and must set out the reasons why the person aggrieved is not satisfied with the Authority's final response to the Complaint and which points of the Complaint such person feels remains unresolved to his satisfaction.

To view the full Act go to www.gibraltarlaws.gov.gi and search under legislation number 2004-25o.pdf