



Management of PALPRAC Member Complaints

The Association of Palliative Care Practitioners of South Africa (PALPRAC) is a membership organisation with the mission of enabling the provision of palliative care to improve the quality of life with serious illness.

Members who are part of the organisation act independently of PALPRAC in the provision of palliative care services. For this reason, the management of complaints of misconduct by palliative practitioners is investigated by legal entities mandated to do so.

PALPRAC has a duty to inform the public and other organisations of avenues of complaints, should they arise regarding PALPRAC members.

PALPRAC undertakes to display all complaints avenues on our website as set out below.

COMPLAINTS AGAINST DOCTORS:

The Health Professions Council of South Africa (HPCSA) investigates complaints against medical practitioners on behalf of the public.

Complaints must be lodged in writing to:

The Registrar

Health Professions Council of SA

PO Box 205

PRETORIA

0001

Web: www.hpcs.co.za.

COMPLAINTS AGAINST DOCTORS IN THE PRIVATE SECTOR:

The Council for Medical Schemes (CMS) investigates medical schemes on behalf of medical scheme members.

You can contact them on (012) 431 0500.

Ask for Complaints.

You may also lay a complaint on their website: www.medicalschemes.com

or e-mail to: complaints@medicalschemes.com

COMPLAINTS AGAINST A PRIVATE HOSPITAL:

Contact the hospital manager or lodge a complaint with the Hospital Association of South Africa (HASA) on (011) 478 0410.

COMPLAINTS AGAINST NURSING PROFESSIONALS:

Complaints against nursing professionals can be lodged with the South African Nursing Council on (012) 420 1000.

Email: professionalconduct@sanc.co.za



PALPRAC
The Association of Palliative Care Practitioners SA
215-486 NPO
930068846 PBO
info@palprac.org
www.palprac.org

Fax: 012-343-5400

Website: <https://www.sanc.co.za/lodging-a-complaint/>

COMPLAINTS ABOUT SOCIAL WORKERS

If your complaint is about a social worker, please contact the South African Council for Social Services Professions (SACSSP)

Tel: 012 356 8300/8315

Email: profcond2@sacssp.co.za

COMPLAINTS AGAINST PHARMACISTS

If your complaint is about a pharmacist, please contact the South African Pharmacy Council (SAPC)

Tel: 012 321 1479/92

Email address: professionalconduct@sapc.org.za

COMPLAINTS ABOUT HOSPITALS AND CLINICS

If your complaint is about a hospital or a clinic, please contact the Office of Health Standards Compliance (OHSC). Any person may lodge a complaint with the OHSC for breach of norms or standards by both public and private health establishments.

OHSC Call Centre: 080 911 6472

Email: complaints@ohsc.org.za

Fax: 086 560 4157