

What to do if you are unhappy with a service or treatment in social services and healthcare?

Good service and care are the result of collaboration between you, your loved ones and professionals. If you are unhappy with your care, discuss it with the professional who has treated you. If you do not manage to resolve the issue through a discussion, there are other ways to deal with it.

1. Discussion

If you are not satisfied with the service or treatment you have received, discuss it with the professional who has treated you or with their manager. You can also give us feedback using the customer feedback form on our website. If the discussion or feedback do not result in the matter being resolved, you have the right in accordance with the Act on the Status and Rights of Patients to submit a written healthcare objection. You can get help and advice from the unit that treated you and from the patient and social services ombudspersons in your Wellbeing Services County.

2. Patient and social services ombudsperson

You can use the free services of a patient and social services ombudsperson in your Wellbeing Services County whether you have been using public or private social and healthcare services. The patient and social services ombudspersons give advice and guidance on issues related to your rights. You can get help from them if, for example:

- you are appealing against a decision on services you have received.
- you are making a claim for a patient or pharmaceutical injury or material damage.

Patient and social services ombudspersons do not take a stand on treatment decisions or decisions already taken nor do they interpret, for example, patient records. Prepare for the discussion by looking at the documents relating to your treatment and thinking about the questions you want to ask. You will find the contact details for the patient and social services ombudsperson on the website of your Wellbeing Services County.

3. Objection and complaint

Healthcare objection

A written objection can be made using the electronic objection form available on the Pihlajalinna website. A written response to the objection will be given within a reasonable time (4 weeks). If you write the objection yourself without using the electronic objection form, address it to the person in charge of the unit that treated you.

Filing a complaint with the supervisory authorities

If you are dissatisfied with the response to your objection, you can file a complaint with the Regional State Administrative Agency (AVI) and, in special cases, with the National Supervisory Authority for Welfare and Health (Valvira). You file a complaint using an AVI form at

<https://avi.fi/en/services/individuals/enforcement-and-reporting-violations>

The complaint is sent via secure email to the supervisory authority's registry services.

The authority may transfer the complaint as an objection to the unit to which the complaint relates.

As a rule, the authority does not deal with cases that are more than two years old. A complaint cannot be used to seek financial compensation.

4. Other points to consider

If you are unable to deal with your case yourself, your legal representative, relative or a loved one can act on your behalf. If you suspect that a treatment has not been properly carried out or that a medical malpractice has occurred, you can report a potential patient injury to the Patient Insurance Centre (PIC).

You will find more information on the websites of your Wellbeing Services County, the Regional State Administrative Agency (AVI), the National Supervisory Authority for Welfare and Health (Valvira) and the Patient Insurance Centre (PIC).

Source: Finnish Centre for Client and Patient Safety