

GOVERNMENT OF MAURITIUS

**SCHEME OF SERVICE SPECIFIED UNDER REGULATION 15 OF THE
PUBLIC SERVICE COMMISSION REGULATIONS**

- Ministry:** Health and Wellness
- Post:** Health Complaints Co-ordinator/Senior Health Complaints Co-ordinator
- Salary:** Rs 30,700 x 825 – 35,650 x 900 – 37,450 x 950 – 42,200 x 1,300 – 46,100 x 1,575 – 49,250 x 1,650 – 54,200 x 1,700 – 62,700 (09 062 088)
- Effective Date:** 06 October 2023
- Qualifications:**
- A. By selection from among officers of the Ministry who hold a substantive appointment in their respective grade and who possess a degree in Health Care Management or Health Services Management or Nursing with Health Services Management from a recognised institution or an equivalent qualification acceptable to the Public Service Commission.
- B. Candidates should –
- (i) reckon at least ten years' experience in the health sector inclusive of two years' experience in the field of Complaints Management and Communication;
 - (ii) be versatile and adaptable to different work situations and conditions;
 - (iii) possess strong interpersonal and communication skills;
 - (iv) possess strong analytical skills and have a multi-disciplinary approach to problem-solving; and
 - (v) be customer-focused, proactive and have a high sense of integrity and professionalism.

Candidates should produce written evidence of experience claimed.

Role and Responsibilities: To be responsible for maintaining a high standard of efficiency in complaints management in the health sector.

Duties:

1. To assist the head of the Ministry through the Director-General, Health Services in the setting up of a Customer Complaints Framework for the settlement of complaints from various stakeholders including members of the public.

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CERTIFIED CORRECT

B. D. Nundloll

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B. D. Nundloll (Mrs)
for Secretary for Public Service

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PUBLIC SERVICE COMMISSION REGULATIONS**

-2-

2. To coordinate and facilitate the complaints handling process from receipt to closure, while ensuring that all complaints are managed and resolved in an efficient and effective manner.
3. To ensure that visits to the concerned health premises are effected with a view to gathering accurate information pertaining to on-going enquiries.
4. To supervise complaints, analyse evidence, provide relevant advice and identify root cause of complaints and report same to the Director-General, Health Services.
5. To seek relevant information from public health institutions such as Regional Hospitals, Mediclinics, Area Health Centres, Community Health Centres, Dialysis Centres and all different departments of the Ministry.
6. To act as a facilitator/mediator between the complainant and different heads of departments/employees of the Ministry.
7. To disclose authorised information during live interviews in the media in compliance with policy, legislation and standards and to ensure that confidentiality, privacy and integrity of information are adhered to with a view to improving customer outcomes.
8. To work in close collaboration with other stakeholders on issues relating to complaints as well as to develop and maintain collaborative relationships with all stakeholders with a view to developing a mutual understanding on complaints management processes and facilitate effective complaints resolution.
9. To represent the Ministry in meetings with relevant organisations, as and when required.
10. To carry out –
 - (i) routine site visits in various health institutions of the Ministry; and
 - (ii) in-depth investigation into cases relating to complaints with relevant departments and to collect information, data and materials, as required.

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-3-

11. To develop strategies for the continuous monitoring, evaluation and improvement of complaints management and make recommendations to facilitate informed decision-making, drive service improvements and build a culture of continuous improvement.
12. To support and enable positive customer outcomes.
13. To respond to queries from members of the public.
14. To coordinate and supervise the work of subordinate staff of the Public Complaints Unit and enhance service quality of the Unit following customer feedback.
15. To keep a record of all complaints reported for investigation and follow-up purposes/action taken and to compile a statistics thereof.
16. To assist in the improvement of quality care and service in public health institutions on the basis of statistical data.
17. To communicate with the National Disaster Risk Reduction Management Centre during cyclones, torrential rains and natural disasters and to provide relevant information to different departments of the Ministry.
18. To use ICT in the performance of his duties.
19. To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the Health Complaints Co-ordinator/Senior Health Complaints Co-ordinator in the roles ascribed to him.

Note

The Health Complaints Co-ordinator/Senior Health Complaints Co-ordinator will be required to work at staggered hours.



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