Request to Appeal Against the Decision of Medical Liability Committee

About the Service

This service enables the medical complainants and the defendant practitioners to submit their requests to appeal or grievance against the decision of the Medical Liability Committee. These requests will be reconsidered by the Supreme Committee for Medical Liability.

Service Process

- Register using UAE Pass
- Submit a grievance through the available channels.
- Ensure that all necessary requirements are available in the grievance letter.
- Approval of the message and then sending it to the Chairman of the Supreme Committee for Medical Liability via the electronic system, attaching all required reports and documents.
- Receive the link to complete the payment procedures.
- Inform the customer that the grievance has been submitted and that the committee will contact them.
- Review the grievance request and provide feedback.
- Inform the customer of the outcome of the grievance and the decision of the Higher Committee.

Required Documents

- Valid Emirates ID
- Available medical reports

Conditions & Requirements

1. The Grievance/ Appeal letter must be reported within a period not exceeding 30 days from the date of the legal notification.The Grievance/ letter can be filed by the patient, his/her parents, first degree relatives or the person assigned by the patient or his/her family or by the practitioner complained against.The reason of grievance/ appeal must be clearly stated, and Medical reports should be attached.

Service completion duration

- 6 Months

Service Fees

5000 AED

Service channels

EHS Website

Service locations

- EHS Website

Target audience

- The complainants(Patients'&Patients 1st degree relatives&representatives) and the defendant practitioners

Department name

Governance & Risk Management Department

Sector name

Director General Sector

Main Service

Customer Care

Service Code

400-19-006-001

Service Type

Transactional

Sub Service Type

Auxiliary

Service Classfication

Good Health And Well-Being