

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, whose decision will be final.

Service Process

- Register in the digital-services, create user name and password (If not yet registered), and login "If using digital channels"
- The customer submits the Grievance/ appeal letter through the available channels.
- The necessary requirements are ensured to be met in the grievance/ appeal letter.
- The Grievance letter will reported via the electronic system of the Higher Medical liability committee, along with the related documents.
- The customer receive the link to complete the payment procedures.
- The customer will be informed that the case has been investigated and the necessary action taken.
- The committee will then study the case and all the attached documents and communicated with the concerned person.
- The customer will be informed about the supreme committee decree.

Required Documents

- Complainant or the practitioner complained against
- 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.
2. 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.
3. The Grievance/ appeal details must be clear, with name, address and contact details of the complainant must be clearly stated.
4. The reason of grievance/ appeal must be clearly stated, and Medical reports should be attached.
5. The decree issued by the supreme liability committee is final.

Service completion duration

- 6 Months

Service Fees

5000 AED

Service channels

EHS Website

Service locations

- Medical Liability Section - EHS
- Investigative authority (prosecution or police)
- Competent courts

Target audience

- The complainants and the defendant practitioners

Department name

Governance & Risk Management Department

Sector name

Director General Sector

Main Service

Complaints and Medical Liability

Service Code

400-19-006-001

Service Type

Transactional

Sub Service Type

Auxiliary

Service Classification

Good Health And Well-Being