

Guidance on types of cases

As a rule, your complaint will be decided by the Danish Patient Complaints Board when you complain about healthcare treatment. We refer to this type of complaint as a procedural complaint.

However, in certain situations, your complaint might be escalated to what's known as a disciplinary board case. This means the case is determined by the Health Service Disciplinary Board.

This may occur if:

- You have lodged a complaint about a procedure or treatment facility, and it has been assessed that there are 'aggravating circumstances' in your case.
- Aggravating circumstances are considered present if, after reviewing the complaint and materials from the treatment facility, it is determined there is a significant risk to patient safety.
- you have been supported in your complaint (or parts of it) and wish to complain about specific healthcare professionals.
- the healthcare service was not provided at an official facility, such as on the street.
- the institution where the healthcare was provided no longer exists.

Different types of cases

One of the agency's legal case managers and, in most cases, an external expert consultant will handle your complaint, regardless of the type of case you choose.

The main difference between the case types is who the complaint is against and who decides the outcome.

You can find the differences between procedural complaints and disciplinary board cases in the table on page 2.

Procedural complaints and disciplinary board cases

	Procedural complaint	Disciplinary board case
The complaint	A complaint against a treatment facility.	A complaint against one or more specific healthcare professionals.
Authority deciding the case	The Danish Complaints Board for Patients. This means a case handler at the board makes the decision.	The Health Service Disciplinary Board (DN) This means the decision is made at a board meeting. The board comprises a judge, two patient representatives, and two healthcare professionals.
Outcome of the decision	Any criticism is directed towards the treatment facility. Criticism may also be given if an error is made by non-licensed health professionals, such as medical secretaries or porters.	Any criticism is directed at one or more healthcare professionals. The DN can only express criticism of authorised healthcare professionals and certain specific groups.
Other	The board cannot address a complaint that has already been processed by the Health Service Disciplinary Board.	The DN can only address parts of a complaint that have been critiqued in the complaint process. Therefore, you can appeal to the board if the agency has upheld your complaint in full or in part.

Our complaint deadlines

We can only process your complaint if it is submitted within the specified deadlines.

The complaint deadlines require that:
the complaint must be lodged within two years of when you became—or should have become—aware of the issue.
The complaint must be lodged no more than five years after the incident occurred.

This is stipulated in section 3 a, subsection 1 of the Act on Complaints and Compensation.

The appeal period is extended by the time the board took to handle your case if you decide to appeal to the Danish Healthcare Disciplinary Board afterwards.

Guidance

Your regional patient advisor can inform you about your complaint options and assist with drafting your complaint.

Contact information:

- **Region Nordjylland:** Tlf. 97 64 80 10, patientkontor@rn.dk
- **Region Syddanmark:** Tlf. 76 63 14 90, patientkontoret@rsyd.dk
- **Region Midtjylland:** Tlf. 78 41 04 44, [Link to webpage](#)
- **Region Sjælland:** Tlf. 70 15 50 01, patientvejledningen@regionsjaelland.dk
- **Region Hovedstaden:** placed locally at each hospital. Find further contact information at [Region Hovedstadens webpage](#)

You can also get advice and guidance from:

- **The Danish Compensation Agency:** Tlf. 33 12 43 43, www.patientsstatningen.dk
- **Danish Patients:** Tlf. 33 41 47 57, www.danskepatienter.dk