

Boards Management Office (BMO)

Notification Handling Policy and Procedure

The Boards Management Office (BMO) exists to ensure Brunei public have access to safe high quality health practitioners. BMO assists in administering the relevant health practitioner legislations in partnership with all the Boards and Councils. BMO and all the Boards and Councils are committed to delivering high standards of accountability in business and customer service functions and towards achieving this, the notification policy forms part of those standards.

This notification handling procedure is designed to ensure that the concerns of individual members of the public are treated seriously and are addressed promptly and fairly. Feedback is always welcome, whether positive or negative, to enable service improvement. This policy sets out our process for addressing complaints. The Head of Boards has overall responsibility for ensuring that notifications are investigated fully.

What are required to make a notification?

To enable the timely consideration of a notification, specific details of the incident, conduct or behaviour giving rise to the notification should be provided.

Notifications must be made in writing (by email or letter); however, it can also be made over the phone followed by a written notification within 3 days of lodging the initial phone notification. In future, notifications can also be made by completing the form on the BMO webpage.

Who can make a notification?

Any person can make a notification, including:

- the person who experienced the problem.
- a parent or guardian of the person or child concerned.
- a relative, friend or representative chosen by the person concerned for the purpose of making the complaint.
- a health service provider or other concerned person.

If a complaint is made on behalf of the person who experienced the problem, written authority from that person will assist the BMO to process the complaint. Please note that the BMO and respective Boards/Councils shall have access to the medical records of the person who experienced the problem.

What can be notified?

A notification may be about any health care practitioner including doctors, nurses, dentists, pharmacists, psychologists and others, regarding their professional conduct or concerns regarding the practitioner's physical or mental health which may affect clinical judgment and practice.

However, the BMO may conclude the matter if investigations reveal that it does not raise a question on the practitioner's conduct or practice, for example the allegation concerns the level of fees charged for private treatment/service and on the grounds that it is vexatious. The BMO and respective Boards and Councils reserves the right to make the final decision as to the outcomes of the investigations.

What do I need to include in my notification?

A notification should include:

- Who was involved?
- What happened and when?
- What are you concerned about?
- Have you done anything else to address this matter?
- Extra information and copies of other relevant documents should be attached to your notification.

How to make a notification

A notification (or any feedback) can be made by:

⇒ Sending a written notification form to:

Head of Boards Management Office
Level 2, Ministry of Health,
Commonwealth Drive
Bandar Seri Begawan
Brunei Darussalam BB3910

⇒ Completing the downloadable [Notification Form](#) and e-mail to bmo.brunei@moh.gov.bn

Notification process - When a notification is made

A response will be guided by the following principles.

- A notifier will be treated fairly.
- A notification will be acknowledged promptly, assessed and assigned priority.
- If the notification cannot be resolved with the 60 days time frame the complaint handling officer will provide information relating to the investigation of the complaint.
- Where an investigation is required it will be planned with a timeline established.
- The investigation will be objective, impartial and managed confidentially in accordance with privacy obligations.
- The investigation will aim to resolve factual issues and consider options for complaint resolution and future improvement.
- The response to the complaint will be timely, clear and informative.
- If the notifier is not satisfied with the response, an appeal to the decision can be considered in certain circumstances; however the outcome of the appeal will be final.

What will happen after a notification is received?

The notification will be acknowledged in writing within 14 days. Notifications will be effectively assessed, investigated, and in all but exceptional circumstances a response will be provided within 60 days. More complicated notifications may require more time to investigate. BMO will communicate its expectations where a longer period is required.

In all instances, notifications will be advised of the name of the officer who is addressing their complaint.

Outcome Reporting

BMO will report on de-identified notifications in the annual report and its website.

False Notification

Anyone making a complaint to the BMO must act in good faith. There are penalties for any person providing false information to the BMO. In addition, the BMO:

- has the discretion not to deal with complaints where the incident occurred more than five years ago.
- has no power to award damages or determine compensation and it cannot direct a health service provider to take specific action to resolve a complaint.
- cannot compel a health service provider to provide you with a refund or to alter their fees.
- cannot enforce a health service provider to provide you with treatment.
- cannot enforce a health service provider to alter a medico-legal document if you are unhappy with the content.
- acts to protect the public health and safety. It does not represent individual interests.

Notification Handling Flowchart

