

## Rotarys Doctors Sweden

### Complaint Management

Rotary Doctors Sweden's operations are characterized by openness and integrity. Your comments and complaints can help us get better.

Rotary Doctors wants to make it easier for you to make comments and grievances and give our organization the opportunity to correct errors and omissions. Comments can be given on the quality of the activities, through suggestions for improvements. Complaints can, for example, involve requirements and goals that are not met.

The organization's routines shall counteract irregularities such as errors in the management of resources, corruption, embezzlement, nepotism and fraud.

Rotary Doctor stakeholders such as Rotary clubs, employees, medical and dental volunteers, patients or the general public affected by the activity should be able to report suspected irregularities without being adversely affected.

Complaint handling routines: All comments and complaints are investigated and documented. If you have provided your name and address, we will send a confirmation that we have received your comments. When your case has been investigated, you will be informed of any measures we will take to be able to remedy any shortcomings.

Here's how you can present your views and complaints:

- Contact our office or someone on the board directly. Information about contact information can be found on the website: Contact - Rotary Doctors Sweden
- Contact our complaint manager, where you can be anonymous if you wish. The Complaints Manager is a person appointed by the Board of Rotary Doctors who has integrity and extensive experience in Rotary in Sweden. This is: Göran Wahlgren, [goran@wahlgrenkonsulter.se](mailto:goran@wahlgrenkonsulter.se)

The Complaints Manager does not inform other Rotary Doctors about who has filed a complaint with him. The complaint manager must document the handling of all complaints received.

The personal data is processed only for the purpose of investigating and handling the complaint / point of view and to take any measures that may be required. Deletion of personal data takes place after a complaint has been processed and closed, no later than within two months before the processing is completed.

Approved by the Board of Rotary Doctors Sweden: 2021-02-11