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MOST PUBLIC COMPLAINTS LACK PROOF, SAYS HEALTH DIRECTOR

KUALA TERENGGANU, July 9 (Bernama) -- More than 80 percent of public complaints on health services in Terengganu lacks proof, said State Medical and Health Services Director Dr Abdul Razak Kechik.

"Still, every complaint is taken seriously and investigated within a month to ensure we provide satisfactory and efficient service to the people," he said here today.

He said most of the complaints received concerned the attitude of department staff in their dealing with the public.

Dr Abdul Razak said the department received more than 20 complaints a year from the public.

He said the department would not hesitate to take disciplinary action against its staff found to be at fault.

Deputy Health Minister Datuk Wira Mohamed Ali Rustam said on Wednesday that Prime Minister Datuk Seri Dr Mahathir Mohamad had asked hospital directors to look into all public complaints.

-- BERNAMA

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