

Patient expectations of fair complaint handling in hospitals: empirical data.

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Friele RD, Sluijs EM. Patient expectations of fair complaint handling in hospitals: empirical data. BMC Health Serv Res. 2006;6:106.

<https://psnet.ahrq.gov/issue/patient-expectations-fair-complaint-handling-hospitals-empirical-data>

The investigators surveyed more than 400 patients who submitted complaints and found that patients participated in the process out of a desire to prevent such incidents from happening again.