

Objection procedure at Social services and health care division

If a client or patient is dissatisfied with the service, care, or treatment they have received, they can file an objection at the Social Services and Health Care Division. An objection can also be filed by a family member, other close person, or legal representative, if the client or patient is incapable or has passed away.

It is recommended that the issue be discussed with the person giving the service or treatment or their supervisor, prior to filing the objection. Open discussion can often clarify matters, correct misunderstandings, and correct mistakes and deficiencies that have already taken place.

Objections cannot be used for appealing an incumbent's decision.

Filing an objection

Objections can be filed as a freeform letter, using the [objection form](#), or in special circumstances, orally. The objection should list in as much detail as possible the matters that have been unsatisfactory. The names and/or positions of those whose actions it is related to should also be listed in the objection. If the names or positions of the persons in question are unknown, the time and date of the events should be listed in the objection in as much detail as possible.

There is no defined deadline for filing a objection. However, it is preferable to be filed as soon as possible after the events. Filing an objection does not limit the right of the client or patient to file a complaint to the relevant authority.

Processing the objections

Objections are processed in the unit whose operations the objection is related to. The management of the unit must issue a written reply to all objections within a reasonable period of time, which usually is considered to be approximately one month. Processing objections that require more extensive investigation can take up to two months. A justified reply is issued for all objections, stating how the matter was processed and what further actions were taken due to the objection.

If it becomes apparent that the treatment of the patient may result in the client being entitled to patient injury compensation or other compensation or in disciplinary actions regarding health care personnel, the patient is instructed in initiation of the proceedings.

Complaint

A complaint can be filed to the regulatory authorities regarding erroneous actions or negligence. After studying the complaint, the regulatory authority may, for example, issue administrative guidance to the body whose operations the complaint was directed at. Complaints are processed by Regional State Administrative Agencies, Valvira (the National Supervisory Authority for Welfare and Health), the Parliamentary Ombudsman, and the Chancellor of Justice of the Government. The appropriate authorities for various matters are defined in more detail in Finnish legislation.

The regulatory authority can evaluate that matters that have been filed as complaints to the regulatory authority be processed locally as notifications. In this case, the matter is transferred to be processed by the unit in question or the senior incumbent at the social welfare services. Complaints for events that are older than two years are not processed unless the regulatory authority considers there to be a particular reason to do so.

Sending the objection by post

Written objections are sent to the following address: The Social Services and Health Care Division, PO Box 10, FI-00099 CITY OF HELSINKI.

Written notifications can also be delivered to the City of Helsinki Registrar's Office personally from Monday to Friday, between 8.15 am and 4 pm.

You may also send the notification via <https://securemail.hel.fi> with the address helsinki.kirjaamo@hel.fi.

A Patient Ombudsman or Social Welfare Ombudsman can assist in drafting the objection, if necessary.

Contact information to social welfare and health care ombudsmen

Telephone consultations: Mon - Thu: 9–11.00

Telephone number: 09 3104 3355

- For face-to-face meetings, an appointment must be made in advance.
- P.O. Box 6060, 00099 City of Helsinki
- E-mail: sosiaali.potilasasiamies@hel.fi
- The ombudsmen have a secure (encrypted) e-mail service. Further information about it will be given by the ombudsmen and on www.hel.fi/sote/en/services/ombudsmen.