The Procedure for Conflict Resolution

*Extract from Order “Internal rules of conduct for patients of the Republican Research and Practice Mental Health Center”*

1. If any of the patient’s rights is violated, the patient or its legal representative shall be entitled to turn to the chief of the department. If the chief of the department fails to meet the patient’s legal claims, the patient or its legal representative shall be entitled to turn to the Deputy Director for Medicine or to the Director of the Center.
2. If a patient makes a verbal request, the results of the consideration of such request shall be provided to the patient or its legal representative verbally and a relevant entry shall be made in the inpatient medical card.
3. If a patient makes a written request, the request shall contain clear questions, a patient’s or its legal representative’s signature, full name and residential (staying) address.
4. If a patient makes a written request, the results of the consideration of such request shall be provided to the patient or its legal representative in written in accordance with the procedure and within the time limit stipulated by the laws of the Republic of Belarus.
5. The Director and the Deputy Directors of the Republican Research and Practice Mental Health Center shall meet with visitors in accordance with the approved visit schedule.