## Your feedback is important to us!

We aim to offer quality healthcare with good service. For us to do our work even better, your opinion is extremely important to us. Both positive feedback and observations on the current work are welcome.

We will reply to you as soon as possible, but no later than within 30 calendar days.

The processing of proposals and complaints received by East Tallinn Central Hospital is regulated by the <u>Procedure for Resolving Proposals and Complaints Related to the Provision of Healthcare Services</u> established by the hospital.