



MINISTRY OF HEALTH  
6<sup>th</sup> HEALTH REGION OF PELOPONNESSE, IONIAN ISLANDS, EPIRUS AND WESTERN GREECE  
GENERAL HOSPITAL OF CORFU "AGIA EIRINI"

DATE:

## COMPLAINT / GRIEVANCE SUBMISSION FORM

PERSONAL INFORMATION					
Full Name					
Status	Patient		Relative of Patient		Other
Address					
Postal Code-City					
Phone					
E-mail					
DESCRIPTION					
Please provide relevant details, such as who or what the complaint concerns:					
What would you propose for resolving the issue?					

### HOSPITAL CONTACT DETAILS:

**Address:** Kontokali – 491 00 Corfu

**Phone:** +30 2661360800

**Email:** complain@gnkerkyras.gr; [manager@gnkerkyras.gr](mailto:manager@gnkerkyras.gr)

### INFORMATION ON THE PROCESSING OF PERSONAL DATA

The management of complaints and grievances is subject to the provisions of the **General Data Protection Regulation (GDPR) (EU) 2016/679**, as well as **Greek Law 4624/2019**.

To review your complaint, its content will be disclosed to the person(s) or department(s) against whom the complaint is made, in order to allow them to present their side.

If, as the complainant, you do **not wish your personal data to be disclosed**, you must **state, justify, and explain** the reasons for this request.

The Hospital will contact you and decide whether your complaint can still be investigated while maintaining your anonymity. If you are acting as a **representative of the complainant**, we require information regarding your identity and, if necessary, evidence that you are authorized to act on their behalf.

Third-party access to case documents is governed by **Greek legislation on access to public documents**.

**Anonymity** may be maintained upon written request, provided that the complaint can still be investigated without disclosing your personal information.

As a **data subject**, you have the right to request a copy of the personal data concerning you that is processed by the Hospital, as well as to exercise your rights to **rectification, restriction, or objection** to the processing of said data.

If you submit a **written objection** to the processing of your personal data, the investigation of your complaint will **no longer be feasible**, and your complaint will be **archived**.