ABSTRACT
COMPLAIN HANDLING AT COMPLAIN UNIT OF HAJI PADJONGA DANG NGALLE REGIONAL HOSPITAL OF TAKALAR REGENCY

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The execution of complaint processing at the complaint unit must be in compliance with the public service's Standard Operating Procedures (SOP). The complaint unit at the Haji Padjonga Daeng Ngalle Regional Hospital has not handled concerns well. Based on these issues, the objective of this study was to understand the procedure of receiving and handling complaints at the complaint unit of Haji Padjonga Daeng Ngalle Regional Hospital of Takalar Regency.

This study applied qualitative descriptive approach. The data analysis techniques employed in this study were content analysis approaches, and the results were used to answer the variables studied.

The result of the study showed that the handling of complaints at the complaint unit at Haji Padjonga Daeng Ngalle Regional Hospital of Takalar Regency in the process of receiving complaints is not optimal, including receiving complaint information, inventorying lists of complaints, and distribution of complaints to related units. The procedure of addressing complaints, which includes making decision on a complaint solution, providing information to the complainant, recording, and reporting, has not been carried out adequately.

Keywords: Complaint Handling, Complaint Unit, Regional Hospital, Haji Padjonga Daeng Ngalle, Takalar Regency

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