



Date of arrival (to be filled in by the authority)

**PERSON, WHOSE SERVICE, CARE OR TREATMENT IS SUBJECT OF THE OBJECTION**

First names  
(given name is underlined)                      Lastname (also previous)                      Personal identity code

Address                      Postal code and city                      Phone number

**MAKER OF THE OBJECTION (IF OTHER THAN CLIENT/PATIENT ABOVE)**

First names                      Lastname (also previous)

Address                      Postal code and city                      Phone number

**Person submitting the objection**

Guardian                      Litigation friend                      Person authorized by client/patient

Other (when the client/patient due to illness or other similar reason cannot make the objection themselves)

**SUBJECT OF THE OBJECTION**

Service unit/units

Service/time for care/and time for incident:                      –

What does the objection concern/who is the subject of the objection

**DESCRIPTION OF THE INCIDENT**

Description of the incident (with attachment when necessary)

## PROPOSALS TO CORRECT THE MATTER

Proposals

### AUTHORIZATION

I authorize  
to manage my above-mentioned objection. The authorization also covers the right to get information  
of my patient and client matters in this objection.

Date

Signature of client/patient

Name clarification

### CONSENT OF CLIENT/PATIENT

I consent to, that the documents of the objection can be given as for your information to the social  
services and patient ombudsperson.

### DATE, SIGNATUR AND NAME CLARIFICATION FOR THE MAKER OF THE OBJECTION

Date

Signature of the person submitting the objection

Name clarification

### RETURN THE FILLED FORM

Postal address:

Vantaan ja Keravan hyvinvointialue, kirjaamo  
PB 1000  
01088 Vantaan ja Keravan hyvinvointialue

Email address: kirjaamo@vakehyva.fi

Visiting address:

VANTAA INFO

Tikkurila Dixi, Ratatie 11, floor 2

Myyrmäki Myyrmäkitalo, Paalutori 3

Korso Lumo, Urpiaisentie 14

KERAVA SERVICE POINT

Sampola service centre, Kultasepänkatu 7, floor 1

### **Act on the Status and Rights of Patients 199/785**

Person discontent with his/her health and hospital care have the right to make an objection to the leader at the health care operational unit who is responsible for the health care. If the patient because of illness, disability in the persons functional ability or other similar reason can't make an objection themselves or he/she is dead, the objection can be made by his/her legal guardian, family or another close person. The service unit shall inform the patient about the right to make an objection in an adequate manner and make it as easy as possible for them to make an objection. The objection shall as a rule be made in writing. The objection can also be made orally for a special reason. The service unit shall process the objection appropriately and a written answer shall be given to it within reasonable time after making the objection. The answer shall be grounded in a way that the quality of the matter requires. Making the objection doesn't limit the patients right to lodge a complaint about his/hers care or treatment regarding the care to the control authority of health care. (10§)

There is no right to appeal for the decisions, with which the objection has been solved. (15§)

### **Act on the Status and Rights of services client (2000/812)**

Client discontent with the quality of the social care has the right to make an objection to the control authority of social care or the leading public official. If the client because of illness, disability in the persons functional ability or other similar reason can't make an objection themselves or he/she is dead, the objection can be made by his/her legal guardian, family or other close person. The service unit shall inform the client about the right to make an objection in an adequate manner and make it as easy as possible for them to make an objection. The objection shall as a rule be made in writing. The objection can also be made orally for a special reason. The service unit or the public official shall register the objection and process it in an appropriate manner and give a written answer to it within reasonable time from the making of the objection. The answer must be grounded. There is no right to appeal for the decisions, with which the objection has been solved. Making the objection doesn't limit the client's right to appeal a decision as separately decreed. The making of the objection doesn't affect the clients right to lodge a complaint about the matter to the authorities monitors the social care. (23§)