BMC Psychiatry



Oral presentation Open Access

Complaint-management in psychiatry – a nationwide survey in Germany

Johannes Hamann*¹, Agnes Lienert¹, Rosmarie Mendel¹, Gudrun Uebele² and Werner Kissling¹

Address: ¹Klinik und Poliklinik für Psychiatrie und Psychotherapie der TU München, Möhlstr. 26, 81675 München, Germany and ²Deutsche Gesellschaft für Soziale Psychiatrie, Zeltinger Str. 9, 50969 Köln, Germany

* Corresponding author

from WPA Thematic Conference. Coercive Treatment in Psychiatry: A Comprehensive Review Dresden, Germany. 6–8 June 2007

Published: 19 December 2007

BMC Psychiatry 2007, 7(Suppl 1):S131 doi:10.1186/1471-244X-7-S1-S131

This abstract is available from: http://www.biomedcentral.com/1471-244X/7/S1/S131

© 2007 Hamann et al; licensee BioMed Central Ltd.

Background

To describe and characterize the work of independent complaint offices for users of psychiatric services and of ombudsmen in psychiatric hospitals.

Methods

Nationwide survey addressed to all independent complaint offices and to all psychiatric hospitals in Germany.

Results

The authors were able to identify N = 39 independent complaint offices. About 50% of the hospitals surveyed (N = 423) reported having a patient's advocate ("Patientenfürsprecher"). Both types of intercession agency rely mainly on volunteer service. While complaint offices are regularly staffed by psychiatry-experienced, their relatives and professionals, patient's advocates are often retired employees of the respective hospitals. Both types of such agencies deal with a variety of complaints.

Conclusion

Implications of the results will be discussed with regard to differences and similarities of the different institutions.