

# DESCISION TREE



Medical Device Code Hotline



SAMED

You witnessed a potential transgression of the Code, what now?

NO

Do you have the necessary details or evidence?

YES

Are you still able to collect evidence?

NO

YES

Collect evidence and capture details

- Date & time
- Place
- Names of those involved, including HCP / hospital staff names
- Evidence (video, photographic, documents, other)
- Description of what happened

Write down as much detail as you can recall

- Date & time
- Place
- Names of those involved, including HCP / hospital staff names
- Description of what happened

**TIP:** You can consult the Complaint Lodging Form to check that you have the information required for reporting a transgression.

The more information and evidence you are able to provide, the more the independent chair has to work with for reaching an outcome

Do you know which clause(s) of the Code was transgressed?

NO

YES

Consult the Medical Device Code of Ethical Marketing & Business Practice and determine the clause(s) which may have been transgressed

Consolidate the details, evidence and clauses for ease of reference

CALL

Contact the SAMED Whistleblowing hotline via Free-call or email

NO

Are you lodging a formal complaint? (Not anonymous)

EMAIL

YES

Call the SAMED Whistleblowing hotline:  
**0800 00 04 68**  
Keep the details, evidence and clauses transgressed handy for the operator

Have you downloaded and completed the complaint lodging form (you can leave the complainant details blank to remain anonymous)?

YES

Have you downloaded and completed the complaint lodging form?

YES

Submit the complaint lodging form, details, evidence and clauses transgressed to: :  
**samed@tip-offs.com**

Submit the complaint lodging form, details, evidence and clauses transgressed to: e-mail address: **michael@elawnet.co.za**  
and copy  
**micellet@elawnet.co.za;**  
**codecomplaint@samed.org.za.**