Reviewer’s report

Title: Process-related factors associated with complaints board's discipline

Version: 2 Date: 17 October 2012

Reviewer: Roland Friele

Reviewer’s report:

Authors have taken earlier comments into account and revised their manuscript in a very satisfactory way.

Minor essential revisions:

It took me some time to fully understand the difference between the analyses of the compound decisions and the decisions relating to individual GP's. Some additional clarification in the methods section would be welcomed.

In the results section it might be mentioned that no separate table is presented for the analysis of the compound decisions.

Discretionary revisions:

In the discussion one may consider that the disciplinary system was primarily developed to safeguard against individual professionals that did not perform according to professional standards. But, with the increased complexity of health care, risks are not anymore limited to the performance of individuals but the very often relate to issues regarding (the lack of) coordination and communication between professions. The disciplinary system is not set up for this type of problems. Authors refer to the “Patientombuddet” system as developed to tackle this type of problems. I would like to know a bit more, what are the sanctions this system can impose upon care providers and the relationship with the disciplinary system.

Level of interest: An article whose findings are important to those with closely related research interests

Quality of written English: Acceptable

Statistical review: No, the manuscript does not need to be seen by a statistician.

Declaration of competing interests:

I declare that I have no competing interests