Reviewer's report

Title: Evolution of Patients' Complaints in a French University Hospital: Before and After Study of the Impact of a Law Regarding Patients' Rights

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Reviewer: Frank A Frizelle

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How complaints are handled is very country specific. This is a review from one group in France.
The findings are not new.

Major Compulsory Revisions
It would appear that the issue about law change has been overstated.

What is percentage compliant capture? In many countries they are many ways for a patient to complain about their medical care. In New Zealand there are 19 ways. I am uncertain from this manuscript what percentage of complaints were captured

Who complains, our research has found that complaints are usually from middle class, middle aged, white female, the date presented here supports this
Who gets complained about? I agree with this . I suggest the authors look at the following publications

http://www.nzma.org.nz/journal/119-1236/2026/


The conclusion that complaints are aimed to support improved patient care is not supported by their data, and is a common misconception. Complaints are usually driven by anger and a sense of injustice at what has happened. The expression that “the compliant is aimed to improve patient care” is rubbish and is a result of the patients trying to find a socially acceptable way of expressing this frustration and anger.

However overall however this this is a well written and intresting manuscript

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’