

**REKAPITULASI JUMLAH KOMPLAIN / PENGADUAN
UPT RSUD BANTEN
TAHUN 2023**

| No | Bulan | Jumlah Komplain Berdasarkan Sumber Komplain | | | | | | | | | | Total | Jumlah Komplain Berdasarkan Grading | | | Jumlah Total | Jumlah Komplain Berdasarkan Tindak Lanjut Penyelesaian | | % | Keterangan |
|--------------|-----------|---|----------------|---------------|--------------------------------|---|--|------------------------------|---------------|--------------------|------------------|-----------|--|---|--|--------------|--|------------------|------------|---------------------------------------|
| | | Tatap Muka/ Datang Langsung ke Unit Pengaduan | Kotak Saran | Website RS | Whatsapp (087778000122) | No Telpon Layanan Pengaduan (087778000122) | MediaSosial (Instagram, Facebook | Email RS / Email Humas | SP4N Lapor | Form E Komplain | Google Review | | KKM (Kategori Komplain Merah) | KKK (Kategori Komplain Kuning) | KKH (Kategori Komplain Hijau) | | Selesai | Tidak Selesai | | |
| 1 | Januari | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | - | Tidak ada laporan komplain yang masuk |
| 2 | Februari | 2 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 4 | 0 | 2 | 2 | 4 | 4 | 0 | 100 | |
| 3 | Maret | 2 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 4 | 1 | 0 | 3 | 4 | 4 | 0 | 100 | |
| 4 | April | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 100 | |
| 5 | Mei | 2 | 0 | 0 | 1 | 0 | 2 | 1 | 0 | 0 | 0 | 6 | 0 | 0 | 6 | 6 | 6 | 0 | 100 | |
| 6 | Juni | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 3 | 0 | 0 | 3 | 3 | 3 | 0 | 100 | |
| 7 | Juli | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 3 | 0 | 0 | 3 | 3 | 3 | 0 | 100 | |
| 8 | Agustus | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 100 | |
| 9 | September | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 3 | 0 | 2 | 1 | 3 | 3 | 0 | 100 | |
| 10 | Oktober | 1 | 0 | 0 | 2 | 1 | 2 | 0 | 0 | 0 | 1 | 7 | 0 | 4 | 3 | 7 | 7 | 0 | 100 | |
| 11 | November | 2 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 5 | 0 | 2 | 3 | 5 | 5 | 0 | 100 | |
| 12 | Desember | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 3 | 0 | 2 | 1 | 3 | 3 | 0 | 100 | |
| TOTAL | | 11 | 0 | 0 | 9 | 3 | 10 | 2 | 0 | 2 | 3 | 40 | 1 | 12 | 27 | 40 | 40 | 0 | 100 | |

KEPALA INSTALASI HUMAS PKRS



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