

**COMPLAINT REDRESSAL POLICY**  
**MTI (ATH, AMC) Abbottabad June 2022**  
**(Approved by the BoG in its meeting held on 31.07.2022)**

**Policy #**

**Creation Date: June 7, 2022,**

In exercise of Power conferred by section 7 Function & Powers clause 1 (B) of MTI Reformed Act, 2015. The Competent Authority Board of Governors in pleased to approve the Complaint Redressal Policy MTI (ATH, AMC) Abbottabad.

**Purpose:** The purpose of this policy to lay down procedure regarding complaint and patient concerns.

**Scope:** The policy is applicable to all clinical units and Departments of MTI(Ayub Medical College & Ayub Teaching Hospital).

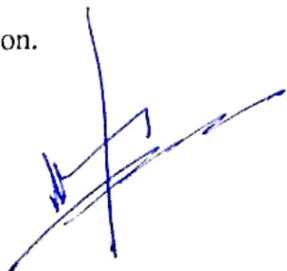
**Contents of the Policy**

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**1. Procedures for complaint Lodging**

The following procedure will be adopted for complaint redressal.

- a) Staff receiving a verbal complaint will try and resolve the concern at the time. If the verbal complaint cannot be resolved at the time with staff present, or if the complaint is in written form, it will be referred to the concerned Head/incharge/chairperson/manager to resolve the issue with a copy/intimation to complaint redressal cell.
- b) If the concerned Head/incharge/chairperson/manager is unable to resolve the issue, then the concern Head will provide a written report to the complaint cell within three working days outlining the patient/family name, summary of the complaint, what actions have been taken to resolve the concerns and a summary statement of what issues still need to be resolved.
- c) The complaint cell will meet with the complainant/patient/family to resolve the problem or complaint. If it cannot be resolved at that point, an additional investigation will be conducted, and the complaint cell will provide a written report of the investigation with steps taken, results, and date of completion to the complainant and concerned Dean/CEO, HD, MD, ND, FD for actions within 7 working days.
- d) The complaint cell will have at least three members one each from faculty, nursing and administration.



- e) The application must contain full information/details regarding the complaint along with the Name, contact details, CNIC no, email, of the complainant.
- f) Anonymous, ambiguous and complaints with incomplete information will not be considered.
- g) Every complaint will be acknowledged, and a receipt will be issued through Diary and Dispatch record by complaint cell within 24 hours after receiving the complaint/grievance application/letter.
- h) The complaint Cell can receive complaints, directly from complainants or marked by executives to complaint cell for resolution. The complaint cell will review the complaint or it may seek explanation/further information/recommend points or mark the complaint to the relevant official or forward to the concerned Executive, HoD, Chairperson, in charge or Official with in 24hours after the receiving of the complaint to initiate the complaint resolution process.
- i) In case the complaint has been converted to an inquiry/official investigation then the complainant be informed within 14 days as how much time it will take to dispose of the matter. Then the matter must be resolved within three months. After the completion of the matter the complainant be informed about the Decision/status of his/her complaint.
- j) Each Complaint has to be resolved within 30 days of the complaint lodging date.
- k) Complaint Cell shall review the complaint and segregate the irrelevant complaints and drop such complaints after review of the Authority with proper justification.
- l) Complaint cell shall maintain proper record of all the complaints and official correspondence.

### **1. Reporting Mechanism**

1. The complaint cell will share the status of different complaints with hospital director on non-clinical matter and medical director on clinical matter.
2. The complaint cell will present their report to management committee regarding status of the complaints and what steps have been taken to avoid such practices.

### **3. Secrecy of information**

The complaints and complainant information shall be confidential. Complaint cell shall ensure the confidentiality. Individual information shall not be passed to anyone without the knowledge of the complainant. Permission to do so must be taken in writing from the individual/complainant.

The information on complaints and complainant can only be provided to Board, MC, and Executives.

To provide complainant information to Government Agencies or other competent Government Forums, Complaint Cell through Dean/CEO, MC shall share the details of the case and take permission before submission to Government.

**Complaint Redressal Flow Chart**

**Patient Concerns or Complaint Flow Sheet**

