


# GRIEVANCE HANDLING POLICY

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**ASSOCIATED HOSPITAL**  
**GOVERNMENT MEDICAL COLLEGE KATHUA**




## **GRIEVANCE HANDLING POLICY**

	<b>GOVT. MEDICAL COLLEGE, KATHUA JAMMU AND KASHMIR</b>	<b>Doc. No.</b>	<b>05</b>
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## **GRIEVANCE HANDLING POLICY**

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### **Document Approval**

<b>Manual Name</b>	<b>POLICY FOR GRIEVANCE HANDLING MECHANISM</b>	
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## **GRIEVANCE HANDLING POLICY**

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### **POLICY:**

The grievance redressal procedure shall address the grievance with help and advice of the Medical Officer on duty, Doctor on duty, Medical Superintendent and Principal Government Medical College, Kathua.

Appropriate actions shall be taken to redress the grievance by the Grievance Redressal Committee and Principal Government Medical College, Kathua. Counseling sessions shall be scheduled with the complainant/s and all attempts shall be made to ensure that there is a redressal of the grievance to patient/client satisfaction.

### **PURPOSE:**

- a) The purpose of this policy is to provide a framework to lodge a complaint to the Internal Complaints Committee, *and*;
- b) To provide guidelines on how to lodge a complaint or grievance and how that Complaint or grievance will be dealt with.

### **DEFINITION:**

**Grievance:** Grievance would only mean a grievance relating to any patient / client arising out of the implementation of the policies/rules or decisions of the Hospital.

### **SCOPE:**

This policy and procedure sets out the essential elements for the management of complaints from inception to final outcome.

### **INTERNAL COMPLAINTS COMMITTEE –**

A Gender Harassment committee has been constituted to prevent, report and take necessary action for the welfare of the students as well as faculty members/staff members of Govt. Medical College as well as Associated Hospital, Govt. Medical College, Kathua.

Following is the list of members of the committee:

- |                        |             |
|------------------------|-------------|
| 1. Dr. Sabita Yograj   | Chairperson |
| 2. Dr Chitra Vaishnavi | Member      |
| 3. Dr. Anil Mehta      | Member      |
| 4. Dr. Nishu Priya     | Member      |
| 5. Dr. Ashufta Rasool  | Member      |
| 6. Eshan Mahajan       | Member      |
| 7. JK Blood Donor(NGO) | Member      |

# **GRIEVANCE HANDLING POLICY**

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## **RESPONSIBILITY:**

Medical Officer-in-charge, Internal Complaints Committee, Legal Section, GMC Kathua.

## **DISTRIBUTION:**

All the employee of Associated Hospital, GMC Kathua.

## **PROCESS DETAILS:**

### **DESCRIPTION OF THE PROCESS:**

- Provision of complaint box in the patient care areas.
- Display of grievance redressal mechanism in prominent areas.
- Display of important mobile number like Medical Superintendent, Grievance Redressal chairman/other member of Grievance redressal committee Medical officer-in-charge GMC Kathua for effectiveness.

## **COMPLAINTS HANDLING**

The complaint will be taken up by the Internal Complaints Committee (ICC).

## **GRIEVANCE PROCEDURE**

After registering the complaints a preliminary enquiry will be called for. The findings will be shared with the concerned Head of Department, Medical Superintendent, Principal, GMC Kathua and the person who lodged the complaint for resolution. If the authority is not satisfied, a secondary investigation may be asked for more findings for non partial resolution. The findings will be discussed with accused / department and complainant for rectification and preventive action.

The final authority is Principal Government Medical College, GMC Kathua to monitor and address the Grievance Redressal Mechanism.