

 <p>Govt. of Meghalaya</p>		<p>Doc. No. NPHC/GRP/10</p>
<p><i>Prepared by:</i> Dr(Ms) S.Surong</p>  <p>Signature & Date</p>	<p>PRIMARY HEALTH CENTER NARTIANG WEST JAIANTIA HILLS 793151 MEGHALAYA</p>	<p>Date issue: 01-09-2018</p> <p>Issue No:01</p> <p>Revision No:00</p>
<p><i>Approved by:</i> Dr.R.Pohsnem Sr.M&HO I/C. Nartiang PHC</p>  <p>Signature & Date</p>	<p>GRIEVANCES REDRESSAL POLICY</p>	<p>Page 1 of 4</p>

GRIEVANCE REDRESSAL POLICY

A. Policy:

Grievance redressal procedure shall be addressed to the patients during the hospital stay and consultation so that hospital can address their grievances

The redressal procedure shall address the grievance with help and advice of the Medical & Health Officer In Charge Nartiang PHC, Lady Doctor, CHO, HE

Appropriate actions shall be taken to redress the grievance by the Medical & Health Officer In charge, Lady Doctor ,CHO,HE. Counseling sessions shall be scheduled, with the individual and all attempts shall be made to ensure that there is a redressal of the grievance to patient/ client satisfaction.

B. PURPOSE:

a) The purpose of this policy and procedure is to provide a complaint and Grievance handling framework for the complainants as well as complaint Recipients, *and*;

b) To provide guidelines on how to lodge a complaint or grievance and how that Complaint or grievance will be dealt with.

C. SCOPE:

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

DEFINITION:

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

RESPONSIBILITY:

Medical & Health Officer In charge, Lady Doctor ,CHO,HE.

DISTRIBUTION:

All the employee of the Hospital.

PROCESS DETAILS:

DESCRIPTION OF THE PROCESS:

- Provision of compliant box in the patient care areas
- Display of grievance redressal mechanism in prominent areas
- Display of important telephone/ mobile number like Medical & Health Officer Incharge, Lady Doctor, Pharmacist

Complaints Handling and Grievance Procedure have two stages:

Minor complaints will be resolved within 48 hours.

Stage 1: Complaints Handling

The complaint will be taken from the complaint box /written complaint/anonymous and press clippings will be recorded in the compliant register.

Stage 2: Grievance Procedure

After registering the complaints a preliminary enquiry will be called for. The findings will be shared with the Medical & Health Officer In charge 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 and shared with the Chairperson of the Roki Kalyan Samiti.

If the grievances cannot be resolved by the PHC's Grievances Redressal Committee, it is forwarded to the District Medical & Health Officer

The final authority is Medical & Health Officer In charge to monitor and address the grievance redressal mechanism

Record :

Record ID	Title	Retention Period
GA-GRP-105	Complaint Register	5 Years
GA-GRP-104	Complaints recorded sheet	5 years

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Registration of complaints from Complaint box, OPD/IPD feedback, newspaper clipping, rumors, in the complaint register

Assessment, enquiry and action taken on the registered complaints by the grievances redressal committee headed by the Medical Officer In Charge of the PHC and sharing the findings with the chairperson of RKS

Grievances Resolved

Yes

No

Grievances forwarded to the District Medical & Health Officer

Grievances Settled

FLOWCHART OF GRIEVANCES REDRESSAL MECHANISM AT NARTIANG PHC

1.5.18