

Procedure to Receive and Resolve Complaints

1. Purpose To outline the procedure for handling complaints to ensure compliance with ISO/IEC 17043:2023.

2. Scope This procedure applies to all complaints received by the ISHTM-AIIMS EQAP.

3. Procedure

3.1 Receiving Complaints

- Complaints can be submitted through the feedback/suggestion link provided with each EQAP distribution.
- Complaints can also be submitted via the official email ID: info@ishtmaiimseqap.com.
- Participants can call the mobile number 9013085730 for urgent complaints during the following hours:
 - Monday to Friday: 3:00 PM to 4:00 PM
 - Saturday: 11:00 AM to 12:00 PM
- Upon receipt, the complaint shall be acknowledged within two (2) working days. The complainant shall be provided with progress updates and informed of the outcome.

3.2 Substantiating and Investigating Complaints

The complaints-handling process includes the following steps:

- Receiving and documenting the complaint.
- Investigating the complaint to substantiate it.
- Deciding on the actions to be taken in response to the complaint.
- The PT provider is responsible for gathering all necessary information to determine whether the complaint is substantiated.

3.3 Tracking and Recording Complaints

- All complaints are tracked and recorded, including actions undertaken to resolve them [R-16].
- The records of complaints are maintained for future reference.

3.4 Ensuring Appropriate Action

- Appropriate actions are taken based on the investigation of the complaint.

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- The PT provider ensures that the submission, investigation, and decision on complaints do not result in any discriminatory actions against the complainant.

3.5 Resolution of Complaints

- The resolution of complaints is made by, or reviewed and approved by, persons not involved in the subject of the complaint.
- Whenever possible, formal notice of the end of the handling of the complaint is given to the complainant.

3.6 Timeline for Complaint Resolution

The following timelines shall be followed as targets:

Activity	Timeline
Acknowledgement of complaint	Within 1 working days of receipt
Preliminary review and assignment for investigation	Within 2 working days of receipt
Investigation, and communication of outcome	Within 3 working days of receipt

Note: If a complaint cannot be resolved within the prescribed timeline due to its complexity or other justified circumstances, the complainant shall be informed of the reasons for the delay and the expected resolution date.

3.7 Public Availability

- A description of the process for handling complaints is publicly available on the ISHTM-AIIMS EQAP website.

4. Responsibilities

- The Quality Manager is responsible for overseeing the complaints process.
- Relevant personnel are responsible for investigating and resolving complaints.

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