

COMPLAINT CELL

CMH LAHORE MEDICAL COLLEGE & INSTITUTE OF DENTISTRY

Preamble.

1. A complaint cell has been established at CMH LMC & IOD to provide a structured framework for addressing student / staff grievances and concerns within the institution. This Complaint Cell SOP for CMH LMC & IOD as well as its Allied Institutes aimed at fostering a supportive and conducive environment within the institution. All stakeholders are encouraged to adhere to these guidelines to ensure that complaints are handled efficiently and fairly.
2. These SOPs outline the procedures, responsibilities, and mechanisms for handling complaints in an efficient and transparent manner.

Purpose

3. The primary purpose of the Complaint Cell is to facilitate the students / staff to voice their complaints / grievances.

Scope

4. This SOP applies to all students & Staff enrolled / employed at CMH Lahore Medical College & Institute of Dentistry as well as its Allied Institutes.

Composition

5. The Complaint Cell shall comprise administrative staff and faculty members. It shall be headed by **Dean SHaPE**.
6. Members of the Complaint Cell will be as under and cell's information will be displayed on the college official website (www.cmhlahore.edu.pk) as well as on the Institution's notice boards:-
 - a. AD Adm & Coord
 - b. HoD – Medicine (Clinical Coord)
 - c. HoD Biochemistry.
 - d. HoD Behavioural Sciences.
 - e. HoD Prosthodontics.
 - f. HoD DPT Dept.
 - g. HoD L-QEC – ShaPE (SECRETARY)
 - h. AD – HR (In case of Employees Complaints)

7. Lodging a Complaint

- a. Students / Staff may lodge complaints in writing & drop it in a complaint Box installed outside Dean SHaPE office or through an e-mail at complaints@cmhlahore.edu.pk, exclusively meant for this purpose.
- b. The Secretary Complaint Cell shall ensure the confidentiality of the complainant's identity unless otherwise permitted / deemed necessary.

- c. Complaints should be reported promptly after the incident or issue arising to allow for swift resolution.

8. Handling of Complaints

- a. **Initial Assessment.** The Complaint Cell shall conduct an initial assessment to determine the nature and seriousness of the complaint.
- b. **Resolution.** Depending on the nature of the complaint, the Complaint Cell shall seek resolution through mediation, counselling, or by involving relevant authorities. A defined time frame for resolution should be established.
- c. **Unresolved.** If the complaint remains unresolved within 7 days it may be submitted to higher authorities, such as the Chief Executive or the persons nominated by him, as applicable.

9. Reporting and Documentation

- a. **Records.** Secretary Complaint Cell shall maintain records of all complaints received, actions taken and resolutions achieved. These records shall be kept confidential.
- b. **Reporting.** Secretary Complaint Cell shall prepare a monthly report summarizing the number and types of complaints received, actions taken and recommendations for improvement. This report should be shared with the Institutions higher authorities through Head of Complaint Cell.
- c. **Analytical Review.** The filed complaints will be analytically reviewed on Quarterly basis & a definite report will be forwarded to CE Secretariat.

10. **Protection Against Retaliation.** Students / staff who file complaints or grievances shall be protected against any form of retaliation, discrimination or victimization.

11. **Awareness Campaigns.** The Complaint Cell shall conduct awareness campaigns and orientation sessions to educate students/ staff about the policy and procedures regarding launching a complaint / grievance.

12. Review and Revision

- a. **Annual Review.** This SOP shall be reviewed annually to ensure its effectiveness and relevance.
- b. **Revision.** Amendments to the SOP may be made as deemed necessary to enhance the complaint resolution process.

Flow Chart

