



INODAYA Hospitals - Kakinada

Documentation code:

INH/PRE.Doc.No 9

Policy on patient's feedback and complaint redressal

Prepared date: 11/11/2025

Reference: PRE. 7.NABH Standards – 6th Edition

Issue Date: 11/11/2025

Issue no: 01

Review No: 0

Review date: 10/11/2026

1.0 Purpose:

- 1.1 To facilitate a mechanism to receive customer suggestions, complaints and to use it as tool for performance improvement by individuals and also in the organizational level.
- 1.2 Using patient /customer feedback mechanism and collecting external verbal response by staff of corporate relations directly from the community representative, physician and others to evaluate and monitor performance.
- 1.3 Monitoring ongoing patient care services provided by hospital staff – through continuous process of analysis of feedback forms

2.0 Scope:

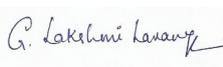
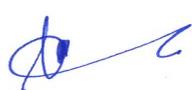
Hospital Wide

3.0 Definition and/or Abbreviations

- Patient complaint: a formal, written letter / email / complaint form or verbal grievance that is filed by a patient, or on behalf of a patient who is incapable of doing so themselves, when a patient issue cannot be resolved promptly by present staff.
- GRO: Guest Relations Officer

4.0 Responsibility

CEO, Senior Management, all heads of departments

Prepared by: 	Verified by: 	Approved by: 
Dr. Gowtham Krishna	Mrs. Lakshmi Lavanya	Dr. G. Rammohan
Medical Director	Chief Executive Officer	Managing Director



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5.0 Description.

- All patients shall be informed about the process for voicing complaints, conflicts and differences of opinion.
- All patient complaints, written or verbal, and regardless of point or origin, shall be compiled and reviewed.
- Operations manager, who will receive the initial verbal or written complaint from patient/relative/visitor, verifies the point of origin, give a reference number and document the complaint.
- Guest Relation Officer/Assistant Manager Operations then shall investigate the complaint and take following actions:
 - He/she shall inform Administration office about the reported complaint.
 - He/she shall resolve the problem and give feed back to the complainant in maximum of 72 hours.
 - Patient and relatives shall be involved in investigating and resolving complaint wherever appropriate.
 - If he/she can't resolve the complaint, he/she shall refer through VOC portal the complaint to appropriate departmental head and follow-up with HOD for early resolution. Patient/relatives shall be informed accordingly.
 - HOD shall resolve the issue within a reasonable time and shall inform the Guest Relations Officer about the closure. Guest Relations Officer shall then give feedback to patient/relatives.

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- He/she shall inform Administration Office about the resolution of all the complaints.
- He/she shall escalate any unresolved issue and/or patient dissatisfaction to response to complaint to Unit Head and shall follow Unit Head's instructions. Inodaya Hospitals seeks to resolve all complaints within 30 days.
- Summary of all the reported complaints and actions taken shall be prepared by Guest Relations Office and be presented to senior management team. A copy of the summary shall be sent to Quality Office for data collection purpose.
- For medico legal complaints, DMS, based on the investigation and legal opinion, shall reply to the complainant. The DMS shall respond in writing to the complainant and send copies to the Guest Relation Officer for filing and for documentation purpose.

6. PROCEDURE:

- Each floor shall have a Nursing in charge who monitors care during the day, after that the shift in charge (a senior nurse) shall monitor the care during the evening shift and night shift.
- Floor Executive and Ward Secretary shall supervise respective areas of the hospital and interact constantly with patients and family members collecting direct feedback about care delivered.

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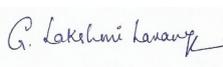
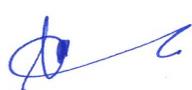
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- Multi disciplinary rounds shall be carried out on a daily schedule. During rounds the patients/ attendants shall be asked to voice out their feedback regarding the care provided by medical and support services.
- Complaints which are unresolved by the employees on floors shall be forwarded to the higher authorities.
- Written feedback from the patients shall be obtained at the time of discharge. Any issues raised by the patient during the stay shall be forwarded to the concerned departmental head and appropriate action is taken.
- Telephonic call is made by the Asst. Manager, Operations or respective floor executive for negative complaints and an acknowledgement mail is sent, if the email I.D is available. Thank you mail is sent to positive and normal feedback forms.
- Suggestion box is provided in the Out-Patient department, First floor for all the out-patients, attendants and visitors. Forms from the box are collected on weekly basis and. Manager; Operations shall go through and respond accordingly. Out-patient feedback forms are also made available in these areas and they are addressed as in for In-patient feedback forms.

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