

GRIEVANCE COMMITTEE- PATIENT

Function:

Its main function is resolving grievances/complaints and concerns of patients or their representatives. Its specific objectives are to develop and implement well-defined policies, procedures, and processes for addressing and responding to patient grievances and complaints, it is responsible for reviewing and responding to all patient grievances, and recommending action. It sees to it that the grievance redressal mechanism must be accessible and transparent. Displayed information must be clearly available on how to voice a complaint. It works to educate all staff members, especially those with direct patient contact, on grievance processes, and emphasize that staff should communicate calmly with patients and show empathy for their concerns

Composition of Committee

Sr. No	Name	Designation in committee	Designation in Organization
1.	Dr.Jigna Shah	Chairperson	Professor & Head, Oral Medicine & Radiology
2.	Dr.Sima Odedra	Member	Asst. Prof. & Head in charge, Oral Pathology
3.	Dr.Rupal Shah	Member	Professor & Head, Prosthodontics
4.	Dr. Sneha Vyas	Member	Tutor, Prosthodontics
5.	Mrs. Ramila Patel	Member	Nursing In charge