

PPHRL-R&D/PO/L1-002		POLICY FOR COMPLAINT RESOLUTION	 Primary & Secondary Healthcare Department
Issue on	DD-MM-YYYY		
Revision	00		
Curator	PPHRL, P&SHD		
Approved By	IRB, P&SHD		

POLICY FOR COMPLAINT RESOLUTION

PACP-PPHRL is fully committed to the efficient and fair resolution of complaints by customers. PACP-PPHRL will actively encourage feedback from customers and at all times acknowledge their right to complain, making the process as accessible and simple as possible. All complaints will be dealt with in a positive manner.

PACP-PPHRL recognizes the need to be fair to both the complainant and the organization or person against whom the complaint is made.

Additional Secretary (Technical)

Primary & Secondary Healthcare Department
(P&SHD), Lahore

